

Manage personal injury claims efficiently from end to end

Verisk's personal injury solutions empower claims professionals to manage all types of personal injury claims accurately, consistently, and confidently—from simple soft-tissue injuries to complex injuries with prolonged treatment—while improving efficiency and reducing unnecessary spend.



Meet the increasing demands of personal injury claims

Managing personal injury claims can be difficult for claims professionals. It's a complex process that involves identifying injury severity, determining general damages, negotiating settlements, calculating reserves, and managing litigation. Plus, insurers must meet customer expectations with a fast and fair settlement process.

Fortunately, the right tools can help. Verisk's suite of integrated personal injury solutions leverages advanced analytics and AI to help claims professionals determine appropriate settlement amounts and accelerate the entire claims-handling process. As a result, insurers can attain fair outcomes faster, enhance efficiency, and deliver a superior customer experience.

Personal injury costs
**account for
28%**
of motor insurance costs
on average.ⁱ



Low-Value, High-Volume Claims

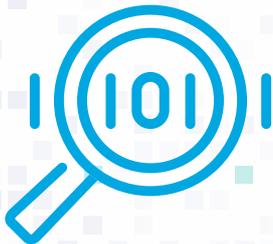
Verisk's personal injury solutions include the reimagined Claims Outcome Advisor suite that provides powerful analytics and expanded capabilities to help claims professionals reduce life cycles, minimise risks, and manage claims proactively. The suite of solutions integrates with the Ministry of Justice (MoJ) Claims Portal (and will integrate with the Official Injury Claim Portal when launched) and provides claims professionals with the tools to manage claims from initial assessment to resolution.

Event and entity resolution confidence

With a second claims portal, identifying related claims is critical—especially with the potential of the same claim being submitted to both portals. Verisk solutions will alert claims professionals to claims of interest to ensure associated claims are considered and appropriately investigated.

Next best action

Proactive claims management helps drive optimum outcomes and ensures appropriate reserves throughout the life of a claim. Leverage tools that identify previous claims of similar nature and severity to enhance consistency in compensation negotiations, and analyse data to improve strategies and decisions before receipt of notification.



Secure Portal for Repudiated Claims	✓
Multiple Claim Portal Visibility	✓
Event and Entity Resolution	✓
Continuous Claim Validation	✓
Compensation Recovery Unit (CRU) Management	✓
Point-in-Time Estimating	✓
Next Best Action	✓
Credit Hire	✓
Automated Document Reader	✓
Medical Report Reader	✓
Consistent & Fair Non-Tariff General Damage Assessment	✓
Dual Pre/Post Whiplash Reform Assessment	✓
Loss of Earnings Validation & Assessment	✓
Care Validation & Assessment	✓
'Case-in-Point' Guidance	✓
Bi-Lateral Agreements	✓
Alternative Dispute Resolution (ADR)	✓
Defendant Legal Representation Integration	✓
Management Information Dashboard	✓
Medical Behaviour & Trend Insight	✓
Benchmarking	✓
CLA Part 3 – Whiplash Reform Impact Assessment	✓

Medical report reader

Under the new whiplash reforms, every personal injury claim requires a medical report, which could lead to delays in processing. The medical report reader feature uses AI to triage, capture, and automatically populate the injury assessment tool, so claims professionals can quickly and easily assess medical evidence.

Medical behaviour and trend insight

By capturing, analysing, and monitoring a wealth of data, Verisk's personal injury solutions can help claims professionals identify and respond to behavioural changes that could affect compensation.

Consistent and fair general damage assessment

Identify injury severity accurately and arrive at consistent and fair general damage valuations by using advanced analytics to compare claims to similar cases and historical data. The solution uses a unique severity index and profile—covering more than 18,000 medical conditions—to monitor, assess, and value personal injury claims.

Supplier integration

Integration lies at the heart of digital processing and Verisk's Right-Touch Claims vision. The Verisk Hub connects customers with key suppliers and services. Following the Verisk Hub's successful launch in late 2018, tens of thousands of claims have benefitted from the seamless integration, enriching customer data with significant operation and indemnity savings. With potentially greater demands on the claims department when managing LIP (Litigant-In-Person) claims, there's an ever-increasing need to review and streamline processes and interactions with various service providers.

Secure portal for complex/repudiated claims

Some claim negotiations can be complex, especially those involving subrogation. Verisk's verify™ platform provides structured negotiation and independent dispute resolution services. The solution integrates with the small claims portals, provides full visibility into personal injury claims, and makes low-cost alternative dispute resolution available for both portals.

High-Value, Low-Volume Claims

Verisk's special damages solution, piCalculator, handles all calculations for special damage losses in the personal injury claims process. It enables claims handlers to settle complex personal injury claims faster and more easily—and assists insurers to manage reserves proactively.

The solution eliminates the need for manually produced spreadsheets and ensures that claims handlers can consistently and accurately calculate losses, including:

- recalculating claims when data changes
- improving accuracy with easy-to-use calculators for particular loss types
- collaborating with connected parties to reduce repetition
- building high-low scenarios with confidence
- freeing claims handlers to focus on claims, not calculations

Insurers can get real-time visibility into their entire book of business

piCalculator allows actuaries to explore various scenarios across their entire book of claims so they can react to subtle changes.

- Run multiple scenarios that could affect your reserves.
- Explore the effect of changing underlying data, such as discount rate and mortality statistics.

In a survey,
85% of respondents
indicated that
piCalculator helped them
improve profitability.

To learn more about Verisk's personal injury solutions, contact:

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i. <https://www.abi.org.uk/products-and-issues/topics-and-issues/personal-injury-claims/>

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