Claims environment in 2020 – Pandemic and All!

Speaker
MAX KOONCE
Chief Claims Officer, Casualty, Sedgwick

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What has changed in the last 10 years, the last 5 years, the last year, the last 3 months?

- Generations in the workforce and their expectations
- Technology / data (advantage / disadvantage)
- Resources and their engagement

What has not changed in the last 10 years, the last 5 years, the last year, or the last 3 months?

- Administrative process (except for the last 3 months)
- Objectives as to positive outcomes
- Advocacy

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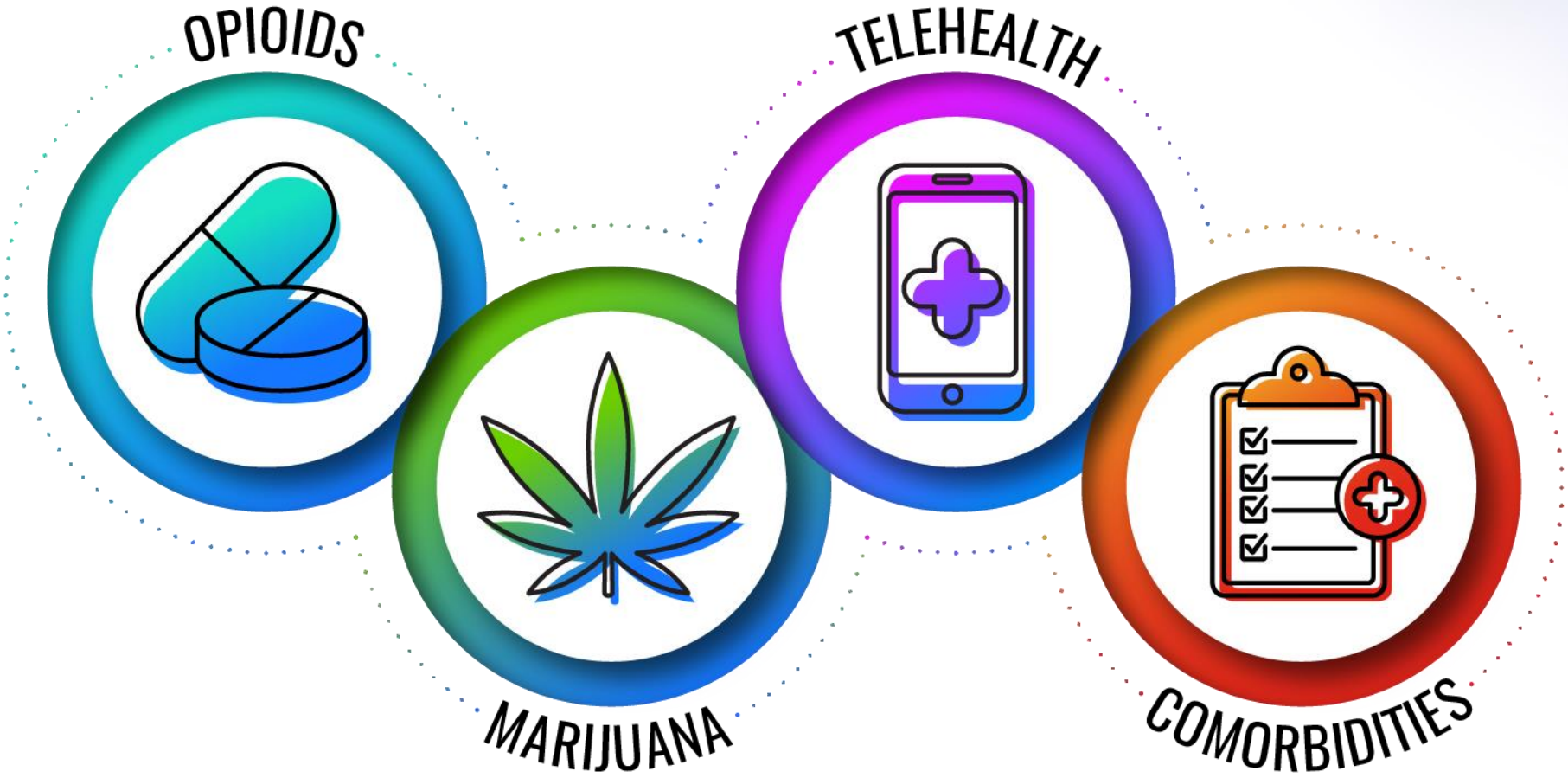
Medical management



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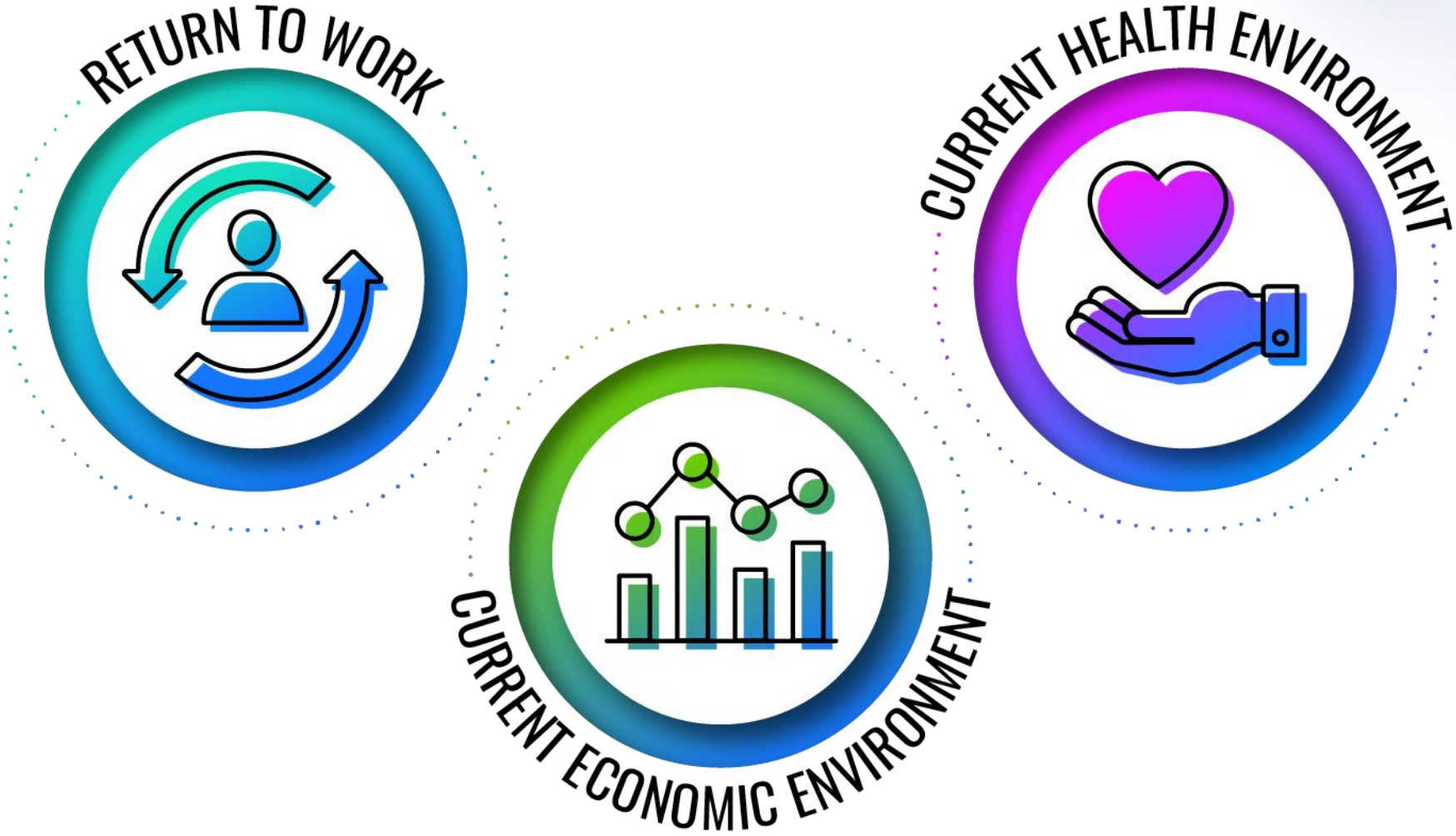
Disability management



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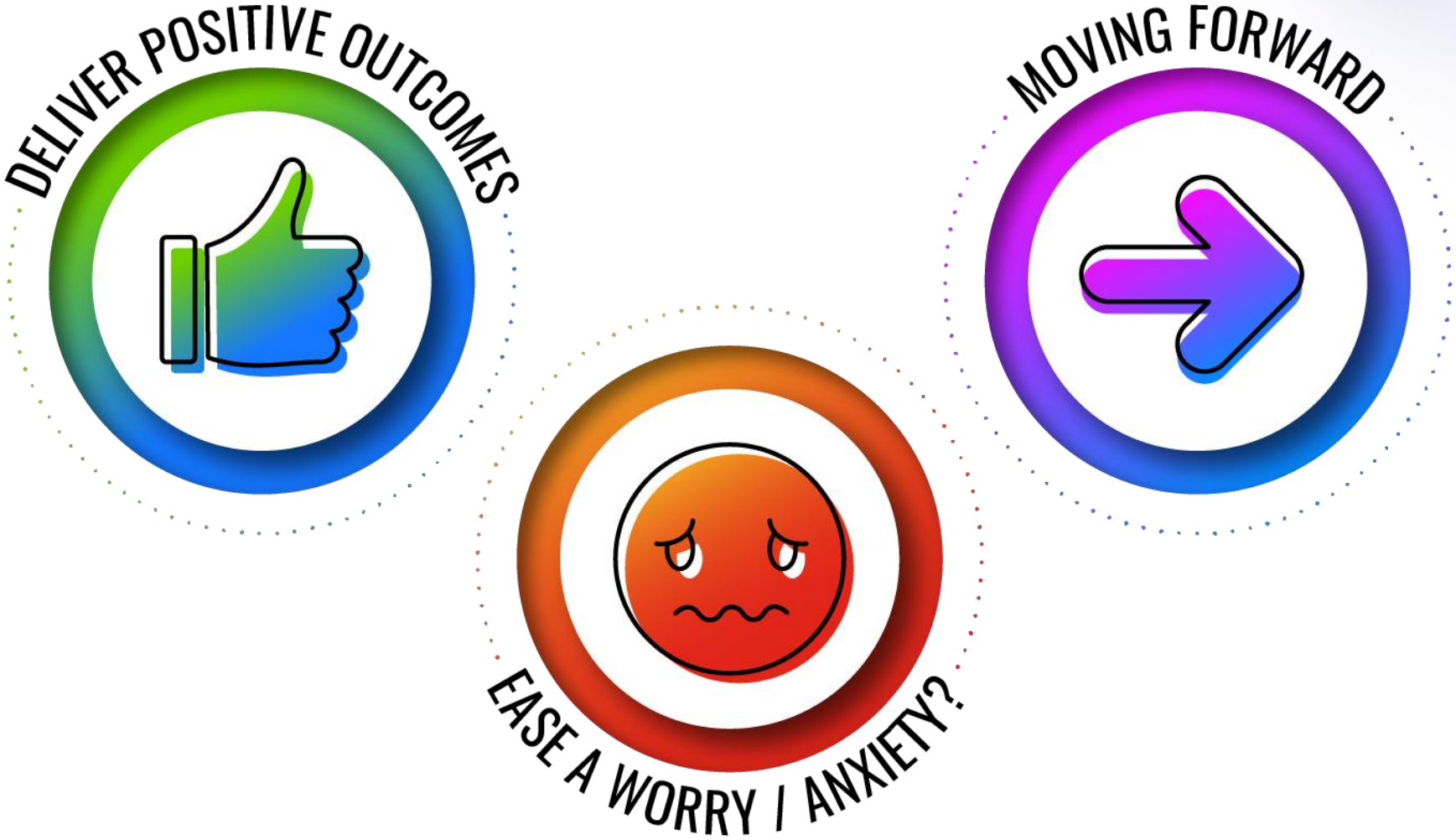
Resolution management



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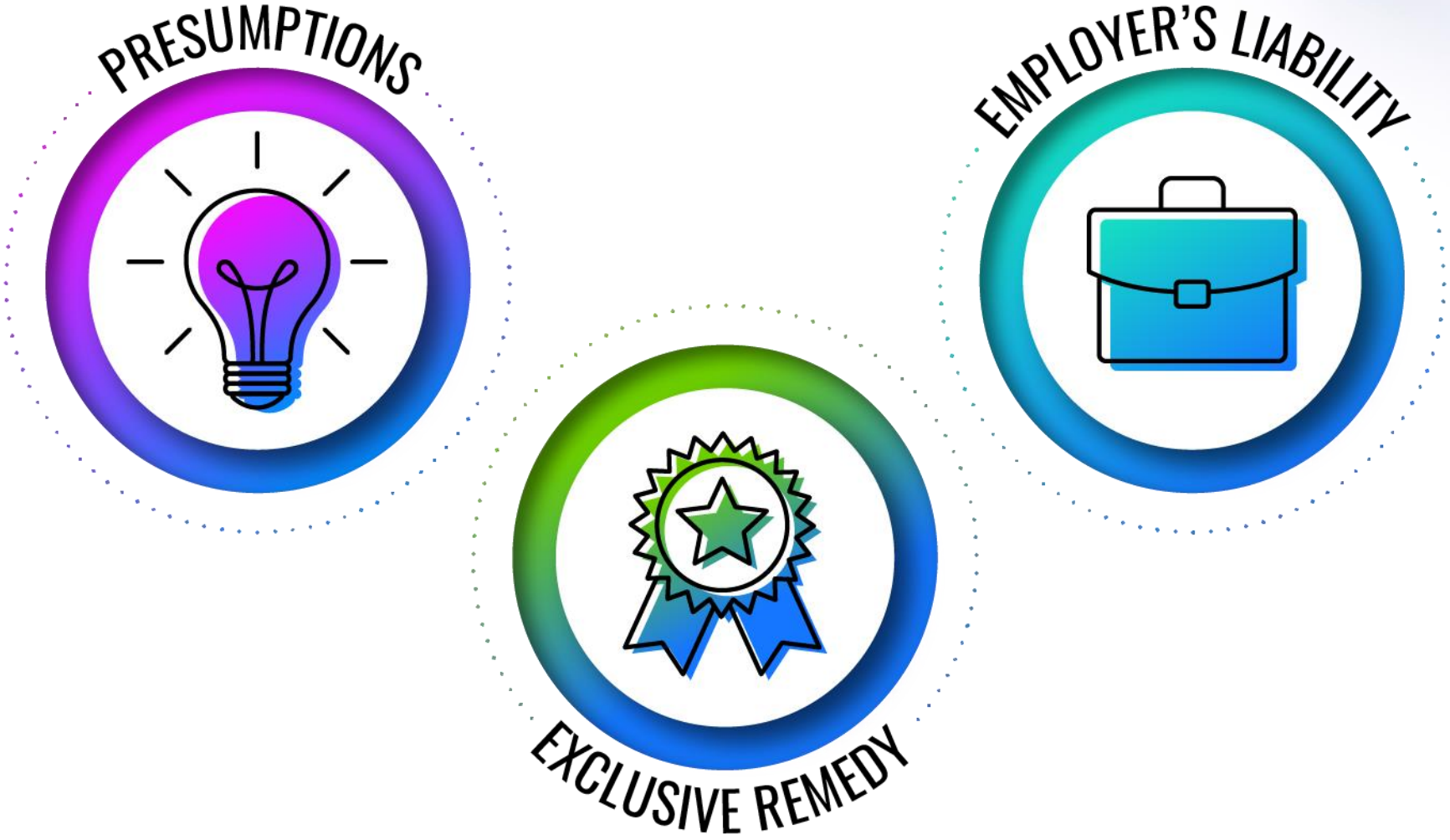
Legal environment



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Employer / employee relationship

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