

Claims environment in 2020 – Pandemic and All!

Speaker

MAX KOONCE

Chief Claims Officer, Casualty, Sedgwick



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

OPIOIDS



TELEHEALTH



MARIJUANA



COMORBIDITIES





PRESUMPTIONS



EMPLOYER'S LIABILITY



EXCLUSIVE REMEDY





Thank you