

Complex Claims Resolution Services



Do complex and catastrophic claims keep you up at night? Our expert complex claims unit offers proven strategies to help improve outcomes.

Fact – Typically, a small number of complex workers’ compensation and liability cases drive the majority of claim costs for employers.

Solution – RE HARRIS resolution experts offer innovative techniques specifically designed to resolve these claims and help severely injured employees recover.

Result – Thousands of \$'s saved by mitigating and resolving complex claims.

A catastrophic injury is a life-changing moment for an injured employee and time is of the essence. Making certain the right resources are engaged early is essential to achieve the best possible outcome.

Additionally, there are those claims that initially appear benign but have all of the markers of becoming complex due to comorbidities, psycho-social issues or opioid usage. Identifying those “at-risk” claims and inserting the appropriate resources early in the life of the claim can positively change the path of recovery for the employee.

When these types of claims occur, RE HARRIS complex claims unit engages with our claims management team to help streamline the process and deliver a positive ex-perience for all stakeholders.

Our dedicated team

RE Harris complex claims unit is made up of colleagues with an average of 25 years of experience in complex liability and workers’ compensation claims. They are assigned regionally and fully licensed in their respective jurisdictions. Our colleagues have the industry expertise necessary to critically analyze each case; provide recommendations; and gather the nec-essary resources to develop a thorough, effective blue print designed to the mitigate and resolve specific issues.

Our innovative approach

Better outcomes demand innovation. We offer the following proven methods for securing better results for our customers:

- Early triage of at-risk claims – By analyzing key claim variables integrated with comorbidities, psycho-social issues and drug utilization, our complex predictor identifies at-risk claims enabling early intervention
- Advanced resolution strategies – For aged claims, our complex resolution guide provides a step-by-step action plan to help the examiner navigate the critical checkpoints to attain a win-win resolution
- Strategic catastrophic medical management – When serious, life-altering events occur, our catastrophic care path frames the anticipated medical treatment and potential risks from the time of admittance to a trauma center through home and community integration

Our complex claims resolution services in action

- NEED AN EXAMPLE FROM CONNIE

Our program includes experienced claims and managed care teams, medical treatment provided by specialized centers of excellence, and a proven process for developing customized care focused on the whole person.

Our value-added service for complex and catastrophic claims is among the many innovative solutions we have designed to help businesses take better care of their employees and customers. At Sedgwick, taking care of people is at the heart of everything we do.

Contact us today to learn more about our Complex Claims Resolution Services.

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