



RMG CONSULTING

Claims and Risk Management Executives

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Operational Reviews

In addition to our traditional auditing reviews we provide more in depth Operational Audits which may involve data, financial and process mapping, and can include the following considerations:

- Organizational and functional reviews including staff analysis, workflow, file support and assignment procedures
- Review authority and reporting levels
- Systems and data processing procedures along with a review of data accuracy
- Our audits will reveal how well claims are documented, including claim payments and reserves
- Analyze the current claims organization with respect to client service, cost reduction and claims delivery
- Audit Medical bills to identify duplicates, state fee schedule compliance, and the over utilization of services
- Review and analysis of Litigation Management procedures and results
- Reconciliation of loss data to ensure financial accuracy, elimination of improper claims and incorrect charges
- Review loss funding arrangements with TPAs
- Analyze claim opening / closing activity to eliminate potential reserve redundancy
- Review contracts to improve data supplied by the TPA, reduce service fees and loss fund escrow levels
- Conduct operational and financial reviews of TPAs to ensure data integrity
- Statistically benchmark each function of the claim handing process, including final settlement in order to provide an overall leakage assessment