QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1827

Advanced Insurance Claims Management Training Course

INSURANCE CLAIMS MANAGEMENT
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Advanced Insurance Claims Management Training Course provides a comprehensive and advanced framework for managing insurance claims effectively across technical, operational, financial, and managerial dimensions. The course focuses on strengthening participants' ability to manage claims from initial notification and validation through assessment, decision-making, negotiation, settlement, and closure while maintaining consistency, transparency, financial discipline, and strong governance.

Participants will explore advanced approaches to claims assessment, coverage interpretation, causation, liability evaluation, loss quantification, and financial exposure management. Particular attention is given to large, complex, disputed, and high-value claims, including situations requiring additional investigation, specialist review, escalation, or senior management intervention.

The course also addresses the operational performance of claims functions through quality assurance, performance measurement, claims leakage analysis, operational risk management, internal controls, and continuous improvement. Participants will examine how effective claims management can improve settlement outcomes, control unnecessary costs, strengthen customer experience, and support overall insurance portfolio performance.

Through practical case studies, claims scenarios, simulations, and decision-making workshops, participants will develop advanced approaches to claims management and settlement. The course enables insurance organizations to strengthen claims quality, improve operational efficiency, enhance governance and control, reduce financial leakage, and build more consistent and sustainable claims management practices.

Objectives

- By the end of the course, participants will be able to:
- Analyze the complete claims management lifecycle and identify control and improvement opportunities at each stage.
- Develop advanced methodologies for assessing claims based on coverage, causation, liability, and loss exposure.
- Apply structured approaches to managing large, complex, disputed, and high-value claims.

- Evaluate claims reserves and financial exposure and monitor changes in claim values.
- Improve decisions relating to claim acceptance, rejection, settlement, referral, and escalation.
- Identify sources of claims leakage, unnecessary costs, and operational inefficiencies.
- Apply advanced techniques for investigating and validating claims information and supporting evidence.
- Develop effective negotiation and settlement strategies for complex claims.
- Strengthen recovery, subrogation, contribution, salvage, and loss mitigation processes.
- Apply claims performance indicators and quality controls to measure operational effectiveness.
- Strengthen governance, documentation, internal controls, and auditability across claims operations.
- Design practical initiatives to improve claims performance, decision quality, and settlement outcomes.

Who Should Attend

This course is designed for Claims Managers, Heads of Claims, Claims Supervisors, Senior Claims Officers, Claims Specialists, Loss Adjusters, Claims Investigators, and Settlement Professionals with responsibility for managing, reviewing, evaluating, or approving insurance claims.

It is also highly relevant to Insurance Operations Managers, Risk Managers, Underwriting Managers, Internal Control and Compliance Professionals, Internal Auditors, Insurance Brokers, Technical Specialists, Legal Professionals, and Finance Professionals involved in claims management, financial exposure, settlement, or claims governance.

The program is particularly suitable for managers, senior professionals, and decision makers seeking to strengthen claims management frameworks, improve operational and financial performance, enhance settlement quality, reduce claims leakage and risk, and establish more consistent and effective claims practices.

Learning Outcomes

- Upon successful completion of the course, participants will be able to:
- Manage the insurance claims lifecycle effectively from notification through final closure.
- Assess complex and advanced claims using structured analytical methodologies.
- Analyze policy coverage, conditions, exclusions, limits, deductibles, and applicable requirements.
- Evaluate causation, liability, physical damage, financial loss, and overall claim exposure.
- Manage claims reserves and monitor claim development and changes in financial exposure.
- Identify claims requiring further investigation, specialist review, escalation, or management intervention.
- Detect claims leakage and identify opportunities for cost control and operational improvement.
- Manage negotiation and settlement processes for high-value and disputed claims.
- Improve recovery, subrogation, contribution, salvage, and loss mitigation activities.
- Apply performance indicators to measure claims quality, efficiency, timeliness, and effectiveness.
- Strengthen governance, quality assurance, internal controls, and documentation within claims operations.
- Develop practical improvement plans to enhance claims performance and customer outcomes.
- Make more consistent, transparent, evidence-based, and auditable claims decisions.

Course Outline

DAY 01

Advanced Insurance Claims Management Framework

- The integrated claims management lifecycle and responsibilities of claims functions
- Managing claims from notification and registration through assessment, settlement, and closure
- Advanced analysis of coverage, conditions, exclusions, limits, and deductibles
- Claims authority, referral, escalation, governance, and management controls

> **PRACTICAL APPLICATION**
>
> Analyze a complete claim lifecycle and identify key risks, controls, and improvement opportunities

DAY 02

Advanced Claims Assessment & Investigation

- Advanced methodologies for claims investigation and information validation
- Reviewing evidence, documentation, statements, estimates, and supporting information
- Evaluating causation, liability, loss circumstances, and damage exposure
- Managing large, complex, disputed, and multi-party claims

PRACTICAL APPLICATION

Analyze a complex claim and develop a structured assessment and investigation approach

DAY 03

Claims Reserving, Financial Exposure & Cost Management

- Principles of claims reserving, reserve review, and reserve adjustment
- Analyzing claims development and changes in financial exposure
- Identifying claims leakage, excessive costs, duplication, and operational inefficiencies
- Applying cost-control approaches to improve claims and settlement outcomes

PRACTICAL APPLICATION

Evaluate a claim reserve, assess financial exposure, and identify cost-control opportunities

DAY 04

Claims Negotiation, Settlement & Recovery

- Advanced negotiation strategies for complex and disputed insurance claims
- Evaluating settlement alternatives and managing stakeholder expectations
- Managing recovery, subrogation, contribution, and salvage opportunities
- Applying loss mitigation strategies to improve financial and operational outcomes

PRACTICAL APPLICATION

Simulate the negotiation and settlement of a high-value insurance claim

DAY 05

Claims Performance, Governance & Continuous Improvement

- Developing key performance indicators for claims quality, efficiency, and effectiveness
- Implementing claims quality assurance, internal review, and control mechanisms
- Analyzing claim delays, reopened claims, complaints, leakage, and recurring operational issues
- Developing continuous improvement and claims transformation initiatives

> **FINAL WORKSHOP**
> Develop an integrated claims performance improvement plan covering governance, quality, cost control, settlement, and performance measurement

Register or Request More Information

Course page: https://quest-training.com/courses/advanced-insurance-claims-management-training-course
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