

Western Claims Conference Excellence Through Education

The Cutting Edge of Disability Income Up Close and Personal

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Approach to Today's Presentation

The roundtable has a rich tradition as part of the Western Claims Conference's many offerings to its attendees. In the early years when attendance was less it was literally effectuated utilizing a "roundtable". Many intense discussions and debates in regard to the many interesting topics of the time were had in these important sessions. This years roundtable will undoubtedly add to this long-standing tradition.

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Special Instructions for today...

When called upon or if you respond to a question

- 1. Please state your full name**
- 2. The company for which you are affiliated**
- 3. Your position and a brief description of what you do**

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FINANCIAL

The economy has impacted our clientele financially, which is dentists. Can you give some ideas on how to handle a suspicious claim without the expense of using outside sources?

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FINANCIAL

How will anti-selection impact the industry moving forward and has there been any model built to forecast these expectations? With the downward economy, a lot of employees will begin to choose to have no coverage because they can't afford it and/or they begin rationalizing their purchase of lesser products although they know that other higher priced products offer better services?

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FINANCIAL

What steps would you recommend to check the financial situation of a company when a claim comes in that looks like it may be a downsize/reorg. or layoff situation vs. a true disability?

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FINANCIAL

Any tips on resources available for checking into companies financial status as it pertains to the impact on increased claims?

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FINANCIAL

Managing DI claims in a recession (i.e., strategies, do's & don'ts, what can we learn from the past, etc.) and the impact that recessions are/have had on claim numbers and experience, etc.

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OTHER

Assessing disability on claims that do not have a confirmed diagnosis. There are symptoms and Restrictions/limitations being reported by the claimant, but the doctor does not have a diagnosis and investigations are ongoing. Often, referrals continue to be made to specialists because no diagnosis can be confirmed, but at what point do you determine that the claimant does not satisfy the definition of disability?

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OTHER

With the shift over the past 3-4 years by employers to more employee funded benefit plans, what do you see as the challenges with the Disability Industry's different products and what affect will it have on premium value in the short term and also in the long term? Positive or Negative?

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OTHER

How are other companies handling fraud cases involving self insured lines that are third party administered by the insurance company. Typical scenarios we see is a Policy holder will have a self insured STD product and a Fully Insured LTD product with the Insurance company. Claims administrator role vs. Claims Fiduciary role. Questions to consider. Does the Self insured product fall within the Ins fraud statutes? i.e., duty to investigate, fraud reporting requirements, immunity, etc. Who is the victim? Who owns the work product of the investigation, the Self Insured or the Third party administrator. Does your self insured Treaty or agreement support what your doing?

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OTHER

Disaster plans and strategies from managing Life & DI claims in the wake of natural disasters/significant incidences, i.e., what have we learned from our claims experience with 9/11 and other natural disasters?

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OTHER

How are other companies addressing the impact of SSD awards to claimants, that from a policy perspective have capacity at any occupation? In particular, with closed claims suddenly being awarded? We have been noticing a greater number of these occurrences as SSD tries to work its way through the backlog. are there recommendations from the floor regarding workflow? Of concern is that many of the ADJs do not have medical backgrounds, and are being pressured to make faster decisions. As a sidebar, how many occupations are companies using to determine any occupation capacity?

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OTHER

Has the newer, easier and more accessible DOI complaint procedure increased other companies complaints? Is this an industry trend? How are others responding to the complaints? Are copies of the denial letter simply forwarded to the DOI or are the complaints being addressed in detail? Addressing in detail seems to be a problem as the long complaints tend to be one-liners with no substance...i.e. I disagree with the determination. Are you seeing more complaints on appealed decisions or decisions that have not been appealed, etc..

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FINANCIAL

In a recent edition of New Yorker magazine there is an article suggesting that the South Florida real estate market was a giant ponzi scheme. Everyone who worked in related businesses has seen their income decline drastically (agents, brokers, mortgage companies, appraisers, attorneys) without any connection to their health. Since some DI definitions have both a medical and financial component--requiring causation (i.e., the sickness must be the sole cause of the income loss, or language to that effect) what are your thoughts on how far a company should reasonably go in investigating causation, i.e., how much time and \$\$ should a company spend looking at what else was happening in one's business at the time of their claim.

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FINANCIAL

** I am dealing with some of these claims myself involving mortgage agents(whose employers are now bankrupt) and real estate attorneys (whose closings are a fraction of previous levels) and yet they are making disability claims which define "total disability" in terms that require causation between their medical condition and income loss. it is costly to forensically examine what caused a peron's decline in income, especially self employed professionals and those whose income was based on performance.

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OTHER

Subjective Claims in the DI World

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OTHER

Conducting investigations
(i.e. surveillance, records checking,
interviewing) professionals with DI
coverage

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OTHER

Difficulties in market coverage with the UK for DI products. How to educate the masses.

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OTHER

Management information and how we should make better use of the claims data we collect.

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OTHER

Investigating Suspicious Claims.
Pitfalls and concerns. Utilization of
your SIU.

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ADDITIONAL TOPICS

- (1) Field Claim Investigations**
- (2) Settlements – Disputed v. Non-Disputed**
- (3) Group Claims – Discretionary Clause**
- (4) Integrating SIU – Resources**
- (5) Managing the multi-life claim**
- (6) Training**
- (7) Use of CPA and other related resources**
- (8) Utilization of IME's and Peer Reviews**
- (9) Use of vocational resources**
- (10) Surveillance and documenting activities**