



## LEVERAGING AND STRUCTURING DATA TO OPTIMIZE THE VALUE PROPOSITION FOR YOUR POLICYHOLDERS

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### WHEN IT COMES TO OPTIMIZING VALUE...

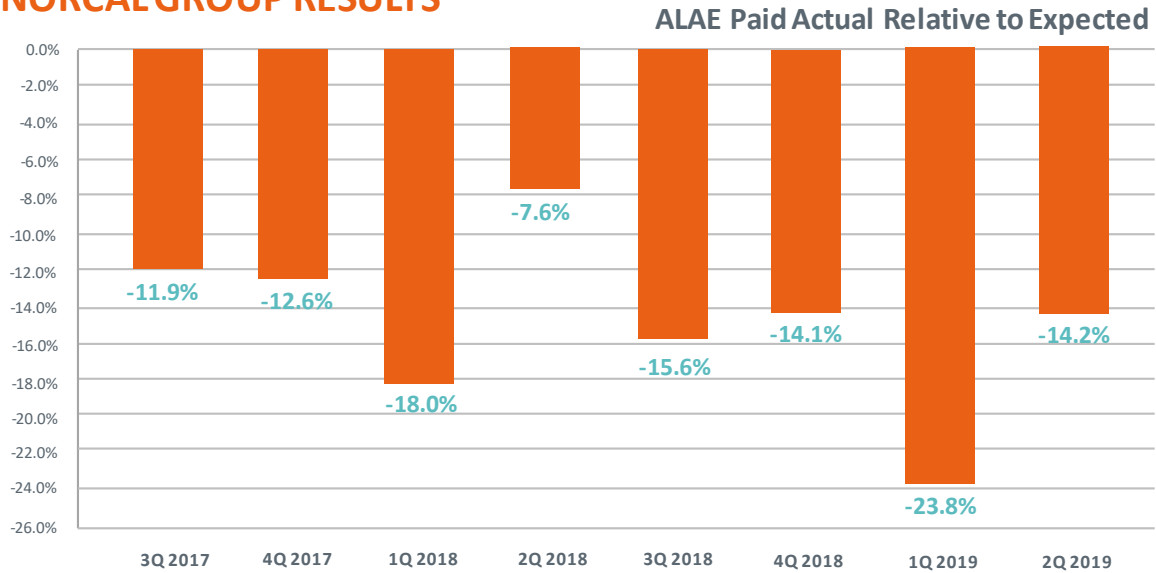


There are lots of pieces and parts and no single strategy or solution



With thoughtful, collaborative, dynamic strategies and quality data you can accomplish a great deal...

## NORCAL GROUP RESULTS



## WHAT ARE THE MAJOR COMPONENTS OF ALAE?

- Attorneys
- Experts
- Court Reporters
- Records Retrieval

Managing each component requires quality data, a thoughtful strategy, metrics and tools, and a feedback loop that supports your strategy and desired outcomes.

## WHAT FACTORS ARE DRIVING THE ESCALATION IN ALAE?

- Environmental
  - Inflation, EMRs, the loss of tort reform, poor relationships with co-defendants, regulation, etc.
- Are some of the solutions in use part of the problem?
- Attorney Budgets
  - Are they producing positive results or are they self-fulfilling prophecies?
- Attorney Billing Guidelines
  - Do they work? How is compliance managed?
- Inefficiency
  - Too many billers? Inexperience? Unnecessary work?  
Billable hour requirements?
- Others?

## DO YOU KNOW AND UNDERSTAND THE COMPONENTS OF YOUR ALAE?

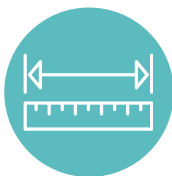
- Probably not...
- Why not?
- Because the bits and pieces of your ALAE spend are not readily available
- Invoices are not structured data
- They are a treasure trove of unexamined data and information
- They can help you identify”
  - Inefficiencies
  - Effective and ineffective practices and strategies
  - Which of your partners provide the best value proposition, cost and outcomes

## WHAT'S THE SOLUTION?

- First you have to structure your invoice data
- How? AI and text mining algorithms
- What do you need and want to measure?
- What are the internal and external metrics you want to use?
- Do you have the data you need and want?
- Is it of sufficient quality and credibility?
- Is your tool set supportive of your strategy?
- What steps are you taking to address these issues?

## IS YOUR CURRENT STRATEGY WORKING AND IF NOT, WHY NOT?

- Think through what you want to achieve—align your strategy, tool set, and practices to support your objectives
- Build in a feedback loop so everything can evolve in a positive direction





## QUESTIONS

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