



*Training Course:
Practices in Claims Management*

*14 - 18 April 2025
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Practices in Claims Management

Training Course code: MA235054 From: 14 - 18 April 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

Introduction:

Claims management is the process of overseeing and administering the handling of insurance claims. It involves evaluating the claim, determining coverage, conducting investigations, negotiating settlements, and managing the claims process from start to finish. This training program is designed to provide participants with a comprehensive understanding of claims management practices and equip them with the knowledge and skills required to manage claims effectively.

Objectives:

- Understand the principles and practices of claims management
- Identify the different types of claims and their characteristics
- Develop skills for effective claims investigation and documentation
- Learn best practices for managing and resolving claims
- Develop effective communication and negotiation skills
- Understand the role of technology in claims management

Target Audience:

This training program is intended for insurance professionals, claims managers, adjusters, and anyone responsible for managing or overseeing the claims process.

Outlines:

Day 1:

Introduction to Claims Management

- Overview of Claims Management
- Types of Claims
- Claim Investigation Process
- Documentation Requirements

Day 2:

Claims Handling Best Practices

- Best Practices for Managing Claims
- Claims Adjusting Process
- Managing Claims Process from Start to Finish
- Effective Communication Skills

Day 3:

Negotiation Skills for Claims Management

- Negotiation Skills for Claims Management
- Techniques for Effective Negotiation
- Settlement Strategies
- Alternative Dispute Resolution ADR

Day 4:

Fraud Detection and Prevention

- Overview of Fraud in Claims Management
- Identifying Fraudulent Claims
- Preventing Fraud
- Investigating Fraud

Day 5:

Technology in Claims Management

- Technology in Claims Management
- Claims Management Systems
- Claims Analytics and Reporting
- Trends and Future Directions

Registration form on the Training Course: Practices in Claims Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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