



## The Presentation Meeting

Module 12

#### WHAT WE'LL COVER



**Common Objections** 



The Purpose and Goals of the Presentation Meeting



Recapping the Journey



Conducting a Presentation Meeting



## Why isn't my current broker currently doing this process for me?

I can only speculate. But here is what we have seen:

- Incumbent brokers tend to have "cozy" relationships with their professional service providers, and don't want to disrupt them or the perks. (Sporting event tickets)
- As the incumbent agent, they may feel that there is no need to disrupt a process that appears to be working.
- They may simply not be aware of these strategies.



Does the process we go through with you make our internal people look bad.

- Quite the contrary, it will empower your team to deliver quantifiable profits to the bottom line and reduce Fiduciary risks for the C-Suite.
- In addition, no one should be expected to be a master of everything on the injury management continuum.

#### What does this new process do to our current TPA relationship?

- Our preference is for you to maintain your current TPA relationship, even though alternative TPAs must be assessed.
- However, it is likely you will strengthen your TPA relationship.
- TPAs are not fond of the current system and process that lacks transparency and is frequently reduced to "fee spreadsheets." Your new process is much more open with a focus on making certain all the stakeholders are well served.



## We know our current TPA makes money off us, but we expect them to make money.

- Yes, we agree. Professional service providers are essential to your business, and they must be profitable to invest in their people and technology. However, do you agree that their revenue streams should be transparent to avoid waste and abuse?
- Plus, what if their fee structures create misaligned incentives and not only unnecessarily increase your costs, but the injured employee is adversely affected as a result?

## We do not believe there is something out there we don't know about.

 Perhaps, you are correct. But have you ever considered who sponsors and funds the major conferences in this space? It's the TPAs and Managed Care Organizations ... so, you won't find break-out presentations on the work that we do at RIMS or the National Work Comp Conference.



# PRESENTATIONS MEETINGS ARE FOR AFFIRMING PRIOR AGREEMENTS *NOT* A PLACE FOR FURTHER DISCOVERY



#### RECAP THE JOURNEY



Briefly walk through the highlights of each stage of the journey

"Before we share our presentation, let's recap where we've been, and what we've accomplished thus far..."



#### RECAP THE JOURNEY



"The purpose of today's meeting is for us to share our recommendations for addressing the business risks and waste we discovered together."

#### THE CONDITIONAL AGREEMENT



"Let's assume ..."

#### HERE IS WHAT I HEARD ...



**Analytics** 

Claims Administration Risk Financing and Policy
Terms

#### YOUR PROGRAM WILL ACHIEVE ...





#### Risk Assessment Question

How confident are you that you are effectively leveraging data analytics to support your risk management and risk financing decisions?

Responsible Party	Action Steps	Start Date	End Date
	Conduct Actuarial Assessment		
	Assess current loss prevention and injury management processes		
	Assess Loss Projections		



#### Risk Assessment Question

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Responsible Party

How confident are you that you have selected the "best fit" Workers' Compensation risk financing plan?

Start Date | End Date

Responsible Falty	Action Steps	Start Date	Liid Date
	Assess Alternative Rating Plans		
	Assess Risk Appetite		
	If Appropriate, Negotiate Guaranteed Cost Renewal w/Analytics		
	If Appropriate, Assess Retention Limits for Loss Sensitive Plan, Including an Aggregate Deductible		
	Assess Collateral Requirements		

Action Stens

Contracts"

Arrangements

Agreement

Responsible Party

	THETH QUESTION
Assessment	How confident are you that your claims administration contracts and cost containment fee
	structures are in alignment with your incentives and

**Action Steps** 

**Review Current Claims Administration** 

Contracts, Including "Downstream

Eliminate Revenue Sharing" and

Execute a "Total Transparency"

"Wholesale/Retail" Fee Arrangements

Negotiate Quality of Care Agreements

**End Date** 

Start Date

improving outcomes?

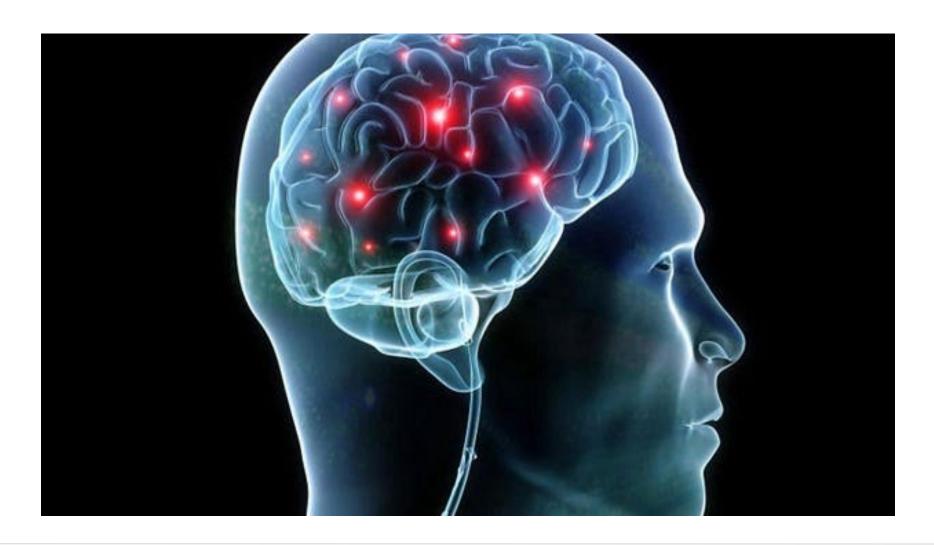
Eliminate % of Savings Fee

KISK ASSESS	sment Question
sessment	How confident are you that your claims administration contracts and cost containment fe
	structures are in alignment with your incontines

#### Risk Assessment Question

Assessment	How confident are you that your collateral requirements are not excessive and in alignment with your contractual agreements?		
Responsible Party	Action Steps	Start Date	End Date
	Negotiate Collateral Requirements		
	Communicate changes to key stakeholders (Bank, Surety)		
	Negotiate Contractual Agreement to Establish Formula or Process to Determine Collateral in Future Years		

## EXPECT YOUR PROSPECT TO GO BACK TO THEIR PREVIOUS WAYS OF THINKING



### RECAP AND Q & A



