

Enhanced Claims Processing

Ideas for Managing an Increasing Workload

- The story of the NY Backlog
 - Yesterday vs. today
 - How the Internet changed our lives and our business
- What did we do – What can you do?
 - Staffing
 - Temps
 - Students (Paid/Non-Paid)
 - Shift changes
 - Overtime
 - Welcome back retiree's
 - Technology
 - New Processing System
 - Workflow Processing
 - Imaging (barcode/OCR)
 - Business Process Improvements
 - Risk/Benefit Analysis
 - Pilot Programs - Approval Levels
 - Bottleneck Processing
 - Legislative Initiatives
 - Due Diligence by holders
 - Raise the aggregate
 - Revise publication requirements
- What does the future hold?
 - More work
 - Compliance = Claims