

Claims Job Shadow

Steps

- Meet with the members of the Claims department and learn about their roles.
- Discuss claims, how they are submitted and associated claims forms.
- Observe at least 3 claims being processed including discussing when and how a producer interacts in this process.

Questions

- What is the role of the Claims department?
- How are claims submitted?
- Why are claims either paid or rejected?
- What is the producer's role in handling claims?