Training Course on Best Practices in Claims Management

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's rapidly evolving insurance and healthcare landscape, mastering claims management is crucial for reducing fraudulent claims, improving claims cycle time, and ensuring customer satisfaction. Training Course on Best Practices in Claims Management is designed to empower professionals with best practices, tools, and actionable insights to manage insurance claims, medical claims, and legal claims more efficiently and in compliance with industry regulations.

This course focuses on integrating data analytics, AI-powered automation, and regulatory compliance with practical techniques that minimize claims leakage and enhance claims adjudication accuracy. Whether you're working in healthcare administration, insurance processing, or corporate compliance, this program will help you streamline workflows, reduce delays, and ensure a fair and transparent claims management process.

Programme Curriculum

Training Course on Best Practices in Claims Management

Introduction

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Course Objectives

1. Understand the claims lifecycle from submission to resolution.
2. Identify and mitigate fraud risks in claims processing.
3. Improve claims documentation and reporting accuracy.
4. Streamline the claims adjudication process.
5. Use AI and automation in modern claims management.
6. Enhance customer satisfaction through faster settlements.
7. Apply regulatory compliance in claims handling.
8. Reduce claims leakage using strategic control measures.
9. Train teams in claims auditing and quality control techniques.
10. Integrate data analytics to improve claims decisions.
11. Improve communication skills during claims disputes.
12. Address legal implications in denied or delayed claims.
13. Manage high-volume claims with workflow optimization.

Target Audience

1. Claims Adjusters
2. Insurance Brokers
3. Risk Management Professionals
4. Healthcare Administrators
5. Compliance Officers
6. Claims Auditors
7. Legal Consultants in Insurance
8. Customer Service Team Leaders

Course Duration: 5 days

Course Modules

Module 1: Claims Lifecycle Management

- Introduction to claims processing stages
- Roles and responsibilities in claims workflows
- Common challenges in lifecycle management
- KPIs and performance tracking
- Using software to optimize the claims lifecycle
- **Case Study**: Streamlining claims at a Fortune 500 insurance firm

Module 2: Fraud Detection and Risk Mitigation

- Identifying red flags in claims
- Data mining and predictive analytics
- Legal implications of fraudulent claims
- Fraud reporting and whistleblowing mechanisms
- Cross-functional team training for fraud detection
- **Case Study**: Exposing a multimillion-dollar fraud scheme in healthcare

Module 3: AI and Automation in Claims Processing

- Benefits of AI in claims adjudication
- Chatbots and automation in customer service
- Workflow automation tools for claims
- Risks and limitations of AI
- Real-time decision-making in claims approvals
- **Case Study**: Robotic Process Automation (RPA) in a major claims department

Module 4: Regulatory and Legal Compliance

- Overview of national and international regulations
- Legal frameworks in insurance claims
- Role of compliance audits
- Privacy and data protection in claims
- Handling disputes and appeals legally
- **Case Study**: Navigating HIPAA in a denied medical claim

Module 5: Customer Experience and Communication

- Communicating claim outcomes effectively
- Managing client expectations
- Using CRM tools for claims follow-up
- Measuring customer satisfaction post-claim
- De-escalation and empathy in difficult conversations
- **Case Study**: Rebuilding trust after a delayed payout

Module 6: Claims Audit and Quality Assurance

- Internal audit procedures
- Sampling and reviewing claim files
- Corrective action planning
- Creating a continuous improvement culture
- Reporting and feedback mechanisms
- **Case Study**: Improving accuracy rates through monthly audit cycles

Module 7: High-Volume Claims Workflow Optimization

- Workflow bottlenecks in high-traffic departments
- Automation for volume handling
- Resource planning and delegation
- Outsourcing vs. in-house claims teams
- Setting turnaround benchmarks
- **Case Study**: Scaling claims operations in a health insurer

Module 8: Data Analytics for Claims Management

- Importance of data-driven decisions
- KPIs and dashboard creation
- Root cause analysis in claim denials
- Integrating analytics with CRM and ERP
- Predictive modeling for trends and patterns
- **Case Study**: Using analytics to reduce claim cycle time by 40%

Training Methodology

- Interactive lectures with real-world industry examples
- Group discussions and collaborative learning

- Hands-on software demos and tool walkthroughs
- Quizzes and knowledge checkpoints after each module
- Live case studies and role-play exercises
- Downloadable templates and SOPs for on-the-job application

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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