



Back on Track

COVID-19 claim and risk control consulting

Restoring stability

How has COVID-19 disrupted your organization? While the ultimate impact remains unclear, one thing is certain: business is changing.

As your company pivots into an uncertain “new normal”, the Willis Towers Watson senior consulting team can assist you in restoring stability. **Our proprietary “Back on Track” program begins with a one-hour remote complimentary evaluation.** This helps you prioritize your concerns and understand specifically how COVID-19 is impacting your organization.



Common COVID-19 challenges we discuss include:

- COVID-19 exposure within your workplace
- Employee resistance to returning to work for fear of interacting with others
- Deconditioned employees returning to the workplace
- Job stability and pressures to reduce expenses
- Limited access to healthcare providers for routine or urgent care not related to COVID-19. The closure of courts resulting in the inability to effectively adjudicate claim issues
- Work environments may need to be restructured to protect employees, customers and general public; introducing additional risks and increased costs
- Remote employee policies need development or adjustment to accommodate working from home



Our proprietary “Back on Track” resources include:

- **COVID-19 analytics model** to assess the impact quarantine orders have had on claim volumes and costs during shutdown periods
- **Claim file assessments** targeted to determine COVID-19 impacts on the quality of claim administration and triage file condition, barriers, and next steps
- **Claim Closure Solutions** to accelerate resolution opportunities while new claim intake is slowed
- **Workforce Vitality solutions** that target the impact of COVID-19 on workers and their physical, cognitive, and psychosocial well-being
- **Ergonomics solutions** for home based workers and ensuring readiness of returning workers with stretches, safe lifting, and proper workstation set-up
- **Workplace safety** consulting to ensure compliance with the COVID-19 environment to include personal hygiene, distancing, and education to reduce the exposure of this disease
- **Security consulting** to advise on workplace security impacts of COVID-19
- **Forensic accounting and actuarial resources** to support potential financial impacts from COVID-19

The COVID-19 pandemic has disrupted many businesses and organizations in a sudden and traumatic fashion. Our complimentary one-hour consulting session will help us understand your fundamental needs to getting back on track - we stand ready to support you in getting back on a prosperous track.

To get you back on track we will:

- Collaborate with you to develop a specific COVID-19 plan to deploy resources and solutions to support you
- Measure and monitor progress as your organization gets back on track
- Adjust the plan as COVID-19 impacts evolve

For further information, contact:

Marc D. Hindman, MSPH, MBA

Risk Control & Claims Advocacy Practice Leader
marc.hindman@willistowerswatson.com

Joe Picone, CPCU, AIC

Claim Consulting Practice Leader
Integrated Casualty Consulting
joe.picone@willistowerswatson.com

Thomas Hilgen, CPE

Workforce Vitality Practice Leader
Integrated Casualty Consulting
thomas.h.hilgen@willistowerswatson.com

*Fees: Complimentary one-hour assessment; subsequent fees subject to scope of work.

Each applicable policy of insurance must be reviewed to determine the extent, if any, of coverage for COVID-19. Coverage may vary depending on the jurisdiction and circumstances. For global client programs it is critical to consider all local operations and how policies may or may not include COVID-19 coverage. The information contained herein is not intended to constitute legal or other professional advice and should not be relied upon in lieu of consultation with your own legal and/or other professional advisors. Some of the information in this publication may be compiled by third party sources we consider to be reliable, however we do not guarantee and are not responsible for the accuracy of such information. We assume no duty in contract, tort, or otherwise in connection with this publication and expressly disclaim, to the fullest extent permitted by law, any liability in connection with this publication.

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COVID-19 is a rapidly evolving situation and changes are occurring frequently. Willis Towers Watson does not undertake to update the information included herein after the date of publication. Accordingly, readers should be aware that certain content may have changed since the date of this publication. Please reach out to the author or your Willis Towers Watson contact for more information.

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