MITRATECH

Powerful Integration Seeds Success

Louisiana Office of Risk Management works with Sedgewick Claims Management and Acuity ELM Essentials

The client

The Louisiana Office of Risk Management (LAORM) administers the state's self-insurance program. LAORM is responsible for managing all state insurance coverage covering property and liability exposure. LAORM is also responsible for managing all tort claims made against the state or any of its agencies whether or not covered by the self-insurance fund.

The challenge

LAORM contracts with Sedgwick Claims Management, a third-party administrator, to provide claims adjusting and loss prevention services but retains its authority to authorize and approve all negotiations and settlements.

The project

Sedgwick worked with Acuity ELM Essentials to utilize a bidirectional integration allowing for the daily import of claim details from Sedgwick's Juris claims management system, and the export of approved invoice data. Compliance and performance reports are automatically prepared and transferred monthly. Now, Acuity facilitates the collection of firms' mandatory reporting forms and status reports and enforces billing restrictions when said forms are not provided.

sedgwick

Case Study: Mitratech and Sedgwick

[1] LAORM switched from FARA Insurance Services to Sedgwick Claims Management in 2010.

65 Active client users on the LAORM site

51 Sedgwick employees and adjusters

179 Individual users reprsenting 79 law firms, access Acuity to submit invoices and documents

The claims feed from Juris populates Acuity with the claim information, including:

- Claimant name
- ORM claim number
- Juris case number
- Claims examiner
- Outside counsel information
- Claim and litigation status and dates

Sedgwick claims examiners access Acuity to review and approve local counsel invoices, monitor actual spend from those invoices against claim budgets, and view documents and status reports supplied by the firms. Acuity ELM Essentials automatically enforces approval authority levels and review hierarchies for each examiner.

With the right tools in place, it is not only easy for users to access their data and documents—it's secure. The integration allows the different systems to communicate with one another, but it also make it possible for employees and adjusters to collaborate and work more efficiently toward their common goal. It's safe to say that a good integration is foundational to clean data, reliable reports, and collaboration.

About Mitratech

Mitratech is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

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