



## Gen Re Claims Assessment Programme

## The Programme

Claims assessment plays a central role at all life insurance companies and the demands placed upon claims assessors have significantly increased in recent years.

The wide variety of insurance products available requires a comprehensive knowledge in different fields of claims assessment. In addition, claims assessors must be capable of building a constructive claims management strategy.

Excellent qualifications and professionalism are prerequisites for the accurate assessment of claims. Only claims specialists are capable of meeting the high demands of assessment.

Targeted training in all aspects of professional claims assessment can enable the specialist to cope with the rising demands of the future. Gen Re Business School's compact training programme addresses this need and provides claims assessors with flexible and qualified support.

The course takes place in Cologne, Germany and will be held in English language. On successful completion of the course programme participants will receive the CII accredited certificate:



**CCS – Certified Claims Assessment Specialist**  
**CII CPD accredited programme**

## Service and Fees

Seminar fee per module: €2.000,-  
VAT may be charged on a country-specific basis

These fees include the following services:

- Participation in the courses
- Participation in the e-learning programme
- Comprehensive seminar materials (folders, self studies)
- Meals (lunch and coffee breaks)
- Individual comments on the tests and self tests as well as proposed solutions
- Gen Re Business School certificate for each module

## The Programme

### Module 1: 12 to 16 October 2020

#### Life claims

- Life product conditions and legal aspects
- Life claims management and methodology
- Best practice and latest developments
- Medical aspects of life claims
- Deaths abroad
- Suicide
- Accidental death claims
- Unexplained causes, fraud, murder, disappearance, etc.
- Case studies

### Module 2: 19 to 23 April 2021

#### Critical illness

- Critical illness product conditions and legal aspects
- Critical illness claims management and methodology
- Best practice and latest developments
- Critical illness definitions
- Progression and prognosis of critical diseases
- Critical illness exclusions
- Medical tests and diagnosis of critical illnesses
- Case studies

### Module 3: 18 to 22 October 2021

#### Health insurance claims

- Product and policy conditions
- Cost control and evaluation
- Health claims management and methodology
- Medical treatment and diagnosis
- Treatment of selected diseases/injuries
- Specific in-patient care
- Out-patient care
- Typical problems in health insurance
- Case studies

### Module 4: Spring 2022

#### Disability claims

- Disability product conditions and legal aspects
- Concept of disability and definitions
- Disability claims management and methodology
- Vocational and financial assessment
- Medical aspects of disability claims assessment
- Functional capacity assessment
- Return to work and rehabilitation issues
- Case studies

## Self Study

One module consists of a five-day seminar and guided self-study at home. Self-study consolidates and supplements the subjects which were addressed during the seminar weeks. Via our e-learning system participants will process sample cases and answer questions related to the respective topics.

## Contact

We will be happy to answer all your questions.

### **Mirko von Haxthausen**

Head of Gen Re Business School  
Tel. +49 221 9738 156  
Fax +49 221 9738 824  
mirko.vonhaxthausen@genre.com

### **Gerhard Riedel**

Insurance Education Consultant  
Tel. +49 221 9738 760  
Fax +49 221 9738 824  
gerhard.riedel@genre.com

### **Anke Siebers**

Insurance Education Consultant  
Tel. +49 221 9738 736  
Fax +49 221 9738 824  
anke.siebers@genre.com

*The people behind the promise.*



genre.com

**General Reinsurance AG**

Theodor-Heuss-Ring 11  
50668 Cologne

© General Reinsurance AG 2019

**Production**

gläser projekte GmbH, Cologne

Foto Title © Daniel Wiedemann – Fotolia.com