







 **Workers' Comp 20/20:**
A Look At The Road Ahead

Demographics:

What Does This Mean For The Claims Management Process?



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Automation and Robotics:

- Agriculture
- Manufacturing
- Retail
- Tourism
- Medical

• Automation, Robotics and Artificial Intelligence will re-write both claims management as well as types of injuries we see



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Automation and Robotics:

How Will Automation Change The Claims We Handle?

How Will It Change How We Do Our Jobs?



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The Sharing Economy:

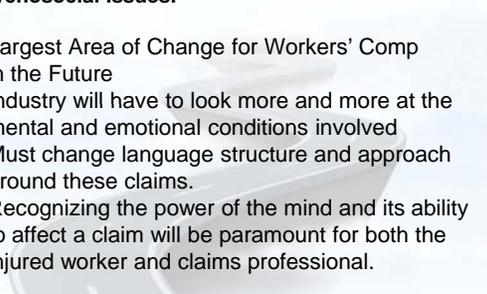
- Independent Contractor Definition May Be Changing
- Redefined Employment Relationships Will Impact Industry



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Psychosocial Issues:

- Largest Area of Change for Workers' Comp in the Future
- Industry will have to look more and more at the mental and emotional conditions involved
- Must change language structure and approach around these claims.
- Recognizing the power of the mind and its ability to affect a claim will be paramount for both the injured worker and claims professional.



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Psychosocial Issues:

What happens

- ... between the ears
- ... and at home

is as important as what is physically wrong with the body











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In the world of Workers' Recovery:

- Adjusters Become Recovery Specialists
- Claims Departments Become Recovery Management Divisions
- Injured Workers Become Recovering Workers





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Thank You!

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