INjury Schemes Seminar*

Balancing Outcomes

10–12 November 2013
Sheraton Mirage Gold Coast

* Formerly the Accident Compensation Seminar

Actuaries Institute

Call for Papers and Presentations

SYNOPSIS

MAKING BETTER USE OF SCHEME DATA
Aaron Cutter, David Gifford, Nat Pocock

Key words: Accident compensation, CTP, workers compensation, big data, unstructured data

Purpose of your paper: To examine the use of unstructured data and additional data sources to improve claims management and the identification of intervention points.

Synopsis: Accident compensation schemes collect significant information on their claimants, on the services they are being provided and on the interactions between various parties along the way. Historically this information has been used in a limited way.

With the assistance of new technologies, many of the restrictions imposed by traditional methods of data mining/data analytics can be overcome and new learnings on the factors impacting on claim outcomes can be obtained.

This paper uses real examples to demonstrate how accident compensation analytics can be taken to the next level.