



SYNOPSIS

NUDGING BETTER CLAIMS OUTCOMES – HOW CAN BEHAVIORAL ECONOMICS HELP?

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Key words: Workers Compensation, Behavioural Economics, Claims Management, Fraud

Purpose of your paper: Exploring the application of behavioral economics in schemes to improve claims outcomes

Synopsis: In this presentation we will:

- Provide a practical introduction to behavioral economics
- Provide some examples of how it has been used in the past to improve claims outcomes and reduce fraud
- Examples will include fraud detection for unemployment insurance and applications in insurance and injury schemes