

# SPEAR

## TECHNOLOGIES

## The Future of Risk Management (For Public Entities and Risk Pools)

### The Oversight Imperative

Public entities must answer to stakeholders, making visibility into claims activity non-negotiable. Legacy systems often obscure critical information such as reserves, adjuster notes, and claim progression.

Modern platforms solve this problem by offering:

- **Real-time dynamic dashboards and Portable Dashboards** for leadership and boards.
- **Detailed tracking** of adjuster activity and outcomes.
- **Configurable reporting** for program-specific oversight.

With these tools, entities and pools gain the transparency needed to maintain accountability and trust.

### Choosing the Right Claims System for Oversight and Collaboration

The right technology makes oversight easier while strengthening collaboration with Third-Party Administrators (TPAs) and members. Key features include:

- **Dashboards and approval workflows** that keep leadership engaged.
- **Document and notes access** for real-time transparency.
- **Role-based permissioning** that protects sensitive data while ensuring the right people have access.

By focusing on systems built for collaboration, entities can reduce friction and improve partnership outcomes.

### Executive Summary

Public entities and risk pools face unique pressures: heightened scrutiny from taxpayers and boards, limited budgets, rising claims costs, and complex oversight of TPAs, members, or multiple agencies. Traditional claims systems, designed primarily for insurers, often fail to meet these demands.

This whitepaper explores how modern claims technology is reshaping the way entities and pools manage risk. From enhanced oversight and transparency to proactive risk intelligence and AI-driven efficiencies, technology is no longer just a tool for claims processing—it's a strategic asset for smarter budgeting, loss prevention, and member engagement.

## Supporting Multi-Agency and Multi-Member Configurations

Risk pools and joint powers authorities (JPAs) manage complexity at scale—dozens or even hundreds of members, departments, or jurisdictions. Without the right tools, this complexity becomes overwhelming.

Modern claims platforms offer:

- **Segregated configurations** for each member or agency.
- **Centralized oversight** to ensure consistency and compliance.
- **Scalability** that grows as new members join.

This balance of autonomy and control enables entities and pools to maintain clear oversight while supporting unique member needs.

## Balancing Transparency and Autonomy in TPA Partnerships

TPAs remain vital partners for many public entities, but the relationship can become strained without clear accountability. Technology strengthens these partnerships by:

- Enabling **shared communication channels** within claims systems.
- Delivering **audit-ready trails** for all activity.
- Reducing surprises with **real-time updates** on claims progress.

The result is a more productive, transparent relationship that fosters mutual trust.

## Turning Claims Data Into Risk Intelligence

Claims aren't just expenses—they're data-rich insights into organizational risk. With advanced reporting and analytics, entities can:

- **Identify loss trends** across departments or members.
- Justify **safety and prevention investments** with data.
- Support **underwriting decisions** with evidence-based insights.

By transforming claims data into actionable intelligence, entities shift from reactive management to proactive risk mitigation.

## From Reactive to Proactive Risk Management

Historically, entities have managed claims reactively—responding only once losses occur.

Today's systems enable proactive approaches:

- **Alerts** for high-risk claims or repeat claimants.
- **Early-warning indicators** for potential litigation.
- **Predictive analytics** that anticipate costs and outcomes.

These tools allow entities to act before costs spiral out of control.

## Improving Subrogation Outcomes Through Oversight

Subrogation is often overlooked, yet it represents a significant opportunity to reduce leakage. Oversight tools help entities:

- **Track subrogation progress** and performance.
- Ensure TPAs pursue recoveries consistently.
- **Measure Return on Investment (ROI)** of recovery efforts.

Stronger oversight leads directly to stronger financial outcomes.

## Automating Audits and Compliance Checks

Auditing claims activity is essential—but it doesn't need to be painful. Automated tools now support:

- **Self-service auditing** with drill-down into claim files.
- **Workflow tracking** to monitor service-level compliance.
- **Automated checklists** for regulatory or internal audits.

This approach saves time while strengthening compliance and quality control.

## Managing Claims Internally

Some entities and pools are considering bringing adjusting in-house for certain claim types.

Technology makes this feasible by:

- Supporting **hybrid models** where some claims are handled internally and others by TPAs.
- Delivering **tools for internal adjusters** equal to or better than those used by TPAs.
- Ensuring **seamless oversight** across both models.

For entities seeking more control, in-house claims handling can be a viable path forward.

## Lessons from the Field

Leading pools and public entities are already modernizing their claims oversight. Case studies highlight results such as:

- **Improved transparency** for boards and councils.
- **Faster claims resolution** through automation.
- **Stronger recovery rates** via proactive subrogation oversight.

These success stories demonstrate that the future of public entity claims management is already here.

## The Role of AI in Public Entity Claims

Artificial intelligence is no longer futuristic—it's practical. For public entities and pools, AI can:

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- **Automate FNOL intake and triage.**
- **Summarize adjuster notes** for leadership review.
- **Detect fraud patterns** in real time.

Critically, these tools don't replace human oversight—they enhance it, ensuring efficiency without sacrificing accountability.

## Clients Technology as a Strategic Asset

Claims systems are no longer back-office utilities. For public entities and risk pools, they are strategic assets that support:

- **Smarter risk mitigation** through predictive analytics.
- **Better budgeting** with accurate reserve and trend forecasting.
- **Member engagement** through transparency and self-service portals.

Technology is the foundation of the future of risk management.

## Conclusion: Building the Future of Risk Management

The demands on public entities and risk pools are only growing. Rising claims costs, increasing oversight requirements, and member expectations all call for a new approach. Legacy systems cannot deliver the visibility, flexibility, or intelligence required.

The future belongs to entities and pools that embrace technology as a strategic partner—gaining not only better claims oversight but also the tools to proactively manage risk, engage stakeholders, and deliver measurable value.

## Curious how your organization can start building the future of risk management?

Schedule a Demo to see how our low-code, AI-enabled claims platform delivers transparency, oversight, and proactive risk intelligence from day one.

Or Request Pricing to learn how SpearClaims™ helps organizations strengthen accountability, manage cost, and safeguard member resources.

## About Spear Technologies

Spear Technologies is a leading provider of core software solutions systems for the P&C insurance industry. Spear's cutting-edge software solutions empower insurer organizations with unprecedented speed, control, and results. Spear's latest solutions take advantage of the low-code Microsoft Power Platform™ and incorporate AI, data analytics and intelligent automation to achieve better results. Spear's cloud-based policy, billing, claims, and portal solutions enable organizations to easily configure their systems to align with their unique and ever-changing business needs. For more information about Spear Technologies visit [www.spear-tech.com](http://www.spear-tech.com).

