



BRS expands its consulting services and staff



Jo Ann Wood, CPCU, AIC, RPLU, ARM
Manager, Claims Consulting Services
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Jo Ann Wood has over 32 years' claims industry experience, including eight years as a consultant to private entities, public entities, and risk pools nationwide. She specializes in claims management from claims intake through disposition. Her focus at BRS is claims consulting and auditing.

Prior to joining the firm, Jo Ann was the Claims Consulting Practice Leader for ARM Tech / Aon Global Risk Consulting, and served clients by performing claim audits, preparing procedure manuals, assisting with claim administration selections, and evaluating claim processes, staffing, and organization. Her focus is to ensure compliance with tort or workers' compensation laws, claims administration and peripheral service contract terms, and industry best practices. Her expertise encompasses auto liability, general liability, workers' compensation, professional liability, and property claims handling in multiple jurisdictions.

Jo Ann earned her Bachelor of Science from Arizona State University. She is certified by the California Department of Industrial Relations Self-Insurance Plans, and holds Adjustor Licenses in Arizona, Wyoming, and Texas.



Dennis Mitchell, CPCU, SCLA
Senior Claims Consultant
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Dennis Mitchell has over 30 years' experience in the claims industry, primarily managing full-service, multi-line claim operations for national insurance carriers. His service expertise encompasses claim audits; procedure and workflow analysis; litigation management; and auto, general liability, workers' compensation, and property claims handling. In addition to providing a thorough analysis of client claim administration programs, Dennis evaluates compliance with state laws, claim administration contracts, and industry best practices.

Prior to joining BRS, Dennis was a Senior Claims Consultant at ARM Tech / Aon Global Risk Consulting. He was responsible for leading and assisting with claim audits for a variety of public and private sector clients, working with them and their claim administrators to improve the quality of claim outcomes.

Dennis holds a Bachelor of Arts from Saint Francis College in New York. He has frequently taught advanced workers' compensation classes for the Insurance Educational Association.

Unsurpassed Claims Consulting and Auditing Services

With claims costs escalating, effective claims administration is vital to protecting today's risk dollar. The extent to which claim administrators apply best practices to provide prompt and fair resolution of claims, while controlling medical and legal expenses, is key to cost containment. With over 55 years of combined, multi-jurisdictional experience with all types of claims – liability, property, and workers' compensation – our team has the comprehensive background needed to provide independent evaluations. Whether claims are self-administered or administered by a third party administrator (TPA), self-insured entities, pools, and risk retention groups can, with the help of our claims consulting professionals, control costs by taking advantage of a wide array of BRS services.

- Best Practices Claim Audits on All Aspects of Claims Administration
- Targeted Claim Audits, such as Reserving or Litigation Management
- Development of Performance Measurement Criteria
- Selection of Third Party Administrators (TPAs)
- Review and Negotiation of Claim Administration Contracts
- Loss Severity and Frequency Benchmarking
- Evaluation of Staffing, Procedures, and Workflows
- Evaluation of Training and Supervision
- Development of Litigation Management Guidelines
- Review and Selection of Claim Information Systems

How You Benefit

Facilitating Decisions – BRS reports are easy to understand, and provide clear direction for cost reductions and service improvements. Backed by “hands-on” experience with every kind of claim, our recommendations are practical and technically sound.

Investing Wisely – Our independent analysis provides objective facts about the claims administration process and areas needing improvement. Armed with this knowledge, management can invest wisely in solutions that will optimize savings.