

## SUCCESS STORY

### Risk management/Trideo case study

# Physician risk retention group boosts efficiency and lowers legal costs with Trideo

## The goal

A Physician Risk Retention Group (RRG) located in the northeast faced significant challenges in managing their legal invoicing process. Claim managers spent a considerable amount of time manually reviewing and adjudicating lengthy legal invoices, ensuring accuracy and compliance with their litigation guidelines. This manual, labor-intensive process not only led to lost productivity but also resulted in missed opportunities for cost savings on litigation expense associated with case defence.

## The action plan

To address these inefficiencies, Marsh McLennan Agency (MMA) recommended implementing Trideo, a risk management information system (RIMS) with automated invoice review capabilities. Beyond just invoices, Trideo's analytics capabilities allow users to generate reports in seconds without requiring specialized knowledge. To elevate its functionality, Trideo operationalizes the collected data, facilitating easy collaboration among claims management stakeholders allowing them to operate on a single source of truth. Trideo's goal is to enhance the productivity of claim and risk managers through collaboration, efficiency, and automation, enabling them to focus on proactively managing risk by leveraging data in their decisions rather than manually re-entering it.

Trideo enables clients, such as this RRG, to establish specific litigation guidelines within the system, which law firms can then use to upload invoices in electronic format. The system automated the review of uploaded invoices, ensuring they comply with the RRG's established guidelines. This automation significantly reduced the manual workload for claims managers, allowing them to focus on the effectiveness of the defence rather than the tedious task of invoice scrutiny.

## The result

The implementation of Trideo led to a 15% decrease in their monthly legal expenses for the RRG. The automation not only streamlined the invoice review process but also allowed staff to redirect their focus towards more strategic tasks, enhancing overall productivity and reducing the total cost of risk.

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## Client profile



Healthcare

# 15%

decrease in monthly legal expenses

## REDUCTION

in total cost of risk

## INCREASE

in overall productivity

## Learn more

Contact Paresh Purohit, Vice President of Trideo Systems, to learn what Trideo can do for your organization.

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