

Valid for 2023.HS

Module Name: Claims Management and Process Digitization	
Module Code	w.BA.XX.3SmPd-RI.XX
Module Description	Students will gain an overview of the entrepreneurial relevance of claims management, technological trends in claims settlement, process design in claims and benefits settlement, and the corresponding controlling functions. They will be able to identify and determine market developments and trends and, based on these, operational objectives of claims management, to design, control, and manage the processes of claims and benefits settlement. Students will also learn how processes within the insurance industry are digitalized and automated.
Program and Specialization	Business Administration - Specialization in Risk and Insurance
Legal Framework	Academic Regulations BSc dated 29.01.2009, for the degree programs in Business Administration, International Management, Business Information Technology, Business Law, Business Law and Applied Law, first adopted on 12.05.2009
Module Category	Module Type: Compulsory
	Program Phase: Main Study Period
ECTS	6
Organizational Unit	W Institut für Risk & Insurance
Module Coordinator	Thomas Gebert (gebr)
Deputy Module Coordinator	Lukas Stricker (stcu)
Prerequisite Knowledge	All previous specialization modules
Contribution to Program Learning Goals (Affected by Module)	§ Professional Competence § Methodological Competence § Social Competence § Self-Competence
Contribution to Program Learning Objectives	Professional Competence § Knowing and Understanding Content of Theoretical and Practical Relevance § Apply, Analyze, and Synthesize Content of Theoretical and Practical Relevance § Evaluate Content of Theoretical and Practical Relevance Methodological Competence § Problem-Solving & Critical Thinking § Scientific Methodology § Work Methods, Techniques, and Procedures § Information Literacy § Creativity & Innovation Social Competence § Written Communication § Oral Communication § Teamwork & Conflict Management § Intercultural Insight & Ability to Change Perspective Self-Competence § Self-Management & Self-Reflection § Ethical & Social Responsibility § Learning & Change
Module Learning Objectives	Students... § can describe the process and organizational structure of claims management and know the importance of segment-specific claims and benefits settlement. § can apply regulatory principles to specific claims and know the importance and possible uses of specific regulatory approaches such as case management. § know the various organizational forms of claims management and are able to evaluate them. § know how to implement a comprehensive digitalization of processes in the insurance industry. § know how to determine process data. § can communicate the knowledge they acquire and their own analyses in a presentation and in discussions in a factual and convincing manner. § know the importance of fighting fraud and know how this is done. § know the significance of regresses and are familiar with the main principles.

Module Content	§ Role of claims management and discussion of group assignment § Objectives of claims management § General process principles of claims management § Core elements of claims management 1 § Core elements of claims management 2 § Core elements of claims management 3 § Core elements of claims management 4 § Introduction to process digitalization § Process digitalization 1 § Process digitalization 2 § Process digitalization 3 § Process digitalization 4 § Sustainable claims management § Presentation of group assignment		
Links to other modules	-		
Methods of Instruction	§ Lecture § Interactive Instruction § Application Tasks § Case Studies § Exercises § Project Work § Literature Review	Social Settings Used: § Pair Work § Group Work	
Digital Resources	Teaching Videos		
Type of Instruction	Classroom Instruction	Guided Self-Study	Autonomous Self-Study
Large Class	56 h	56 h	
Small Class	-	-	
Group Instruction	-	-	
Practical Work	-	-	
Seminar	-	-	
Total	56 h	56 h	68 h
Performance Assessment			
End-of-module exam	Form	Length (min.)	Weighting
Written exam	Open book	60	70,00 %
Permitted Resources	Approved calculator according to "Guidelines on Supplementary Materials"	With dictionary	
Others	Assessment	Length (min.)	Weighting
Talk/oral presentation	Grade	15	10,00 %
Talk/oral presentation	Grade	20	20,00 %
Classroom Attendance Requirement	Mandatory Attendance: None		
Language of Instruction/Examination	German		
Compulsory Reading	§ Lanz, F. (2017). Schaden- und Leistungsmanagement. 2nd edition. Bern: VBV. ISBN 978-3-7155-7540-7. § Fleischmann, A. Ganzheitliche Digitalisierung von Prozessen. Springer Vieweg. ISBN 978-3-658-22647-3. § Kaelble, S. Process Mining. Wiley. ISBN 978-1-119-86050-1.		
Recommended Reading	§ Vito, R. (2022). Haftpflichtrecht. 3rd edition. Bern: Stämpfli. ISBN 978-3-7272-6991-2. § Ackermann, W. & Schmeiser, H. (2017). Versicherungswirtschaft & Versicherungsmanagement. 2nd edition. Bern: VBV. ISBN 978-3-7155-7502-5. § Keller, A. (2018). Haftpflichtbestimmungen. 14th edition. Bern: Stämpfli. ISBN 978-2-7272-0538-5.		
Comments	-		