

Valid from 2025.HS

Module description: Claims Management and Process Digitization		
Module Code	w.BA.XX.3SmPd-RI.XX	
ECTS Credits	6	
Language of Instruction/Examination	German	
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.	
Organizational Unit	Institut für Risk & Insurance	
Module Coordinator	Thomas Gebert	
Program and Specialization	<ul style="list-style-type: none"> <li>• Business Administration - Specialization in Insurance Management</li> </ul>	
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
Prerequisite Knowledge	All previous specialization modules	
Contribution to Program Learning Objectives (by the concerned Module)	<ul style="list-style-type: none"> <li>• Professional Competence</li> <li>• Methodological Competence</li> <li>• Social Competence</li> <li>• Self-Competence</li> </ul>	
Contribution to Program Learning Objectives	<p><b>Professional Competence</b></p> <ul style="list-style-type: none"> <li>• Knowing and Understanding Content of Theoretical and Practical Relevance</li> <li>• Apply, Analyze, and Synthesize Content of Theoretical and Practical Relevance</li> <li>• Evaluate Content of Theoretical and Practical Relevance</li> </ul> <p><b>Methodological Competence</b></p> <ul style="list-style-type: none"> <li>• Problem-Solving &amp; Critical Thinking</li> <li>• Scientific Methodology</li> <li>• Work Methods, Techniques, and Procedures</li> <li>• Information Literacy</li> <li>• Creativity &amp; Innovation</li> </ul> <p><b>Social Competence</b></p> <ul style="list-style-type: none"> <li>• Written Communication</li> <li>• Oral Communication</li> <li>• Teamwork &amp; Conflict Management</li> <li>• Intercultural Insight &amp; Ability to Change Perspective</li> </ul> <p><b>Self-Competence</b></p> <ul style="list-style-type: none"> <li>• Self-Management &amp; Self-Reflection</li> <li>• Ethical &amp; Social Responsibility</li> <li>• Learning &amp; Change</li> </ul>	

## Module description: Claims Management and Process Digitization

Module Learning Objectives	Students... <ul style="list-style-type: none"><li>• can describe the process and organizational structure of claims management and know the importance of segment-specific claims and benefits settlement.</li><li>• can apply regulatory principles to specific claims and know the importance and possible uses of specific regulatory approaches such as case management.</li><li>• know the various organizational forms of claims management and are able to evaluate them.</li><li>• know how to implement a comprehensive digitalization of processes in the insurance industry.</li><li>• know how to determine process data.</li><li>• can communicate the knowledge they acquire and their own analyses in a presentation and in discussions in a factual and convincing manner.</li><li>• know the importance of fighting fraud and know how this is done.</li><li>• know the significance of regresses and are familiar with the main principles.</li></ul>																															
Module Content	<ul style="list-style-type: none"><li>• Role of claims management and discussion of group assignment</li><li>• Objectives of claims management</li><li>• General process principles of claims management</li><li>• Core elements of claims management 1</li><li>• Core elements of claims management 2</li><li>• Core elements of claims management 3</li><li>• Core elements of claims management 4</li><li>• Introduction to process digitalization</li><li>• Process digitalization 1</li><li>• Process digitalization 2</li><li>• Process digitalization 3</li><li>• Process digitalization 4</li><li>• Sustainable claims management</li><li>• Presentation of group assignment</li></ul>																															
Links to other modules	This module is linked to the following modules:																															
Digital Learning Resources	<ul style="list-style-type: none"><li>• Teaching Videos</li></ul>																															
Methods of Instruction	<ul style="list-style-type: none"><li>• Exercises</li><li>• Project Work</li><li>• Case Studies</li><li>• Interactive Instruction</li><li>• Lecture</li><li>• Literature Review</li><li>• Application Tasks</li></ul>		Social Settings Used: <ul style="list-style-type: none"><li>• Group Work</li><li>• Pair Work</li></ul>																													
Type of Instruction	<table><tr><th></th><th>Classroom Instruction</th><th>Guided Self-Study</th><th>Autonomous Self-Study</th></tr><tr><td>Large Class</td><td>56 h</td><td>56 h</td><td></td></tr><tr><td>Small Class</td><td>-</td><td>-</td><td></td></tr><tr><td>Group Instruction</td><td>-</td><td>-</td><td></td></tr><tr><td>Practical Work</td><td>-</td><td>-</td><td></td></tr><tr><td>Seminar</td><td>-</td><td>-</td><td></td></tr><tr><td>Total</td><td>56 h</td><td>56 h</td><td>68 h</td></tr></table>					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
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## Module description: Claims Management and Process Digitization

Performance Assessment	End-of-module exam		Form	Length (min.)	Weighting
	Written exam		open book	60	70.00
	Permitted Resources		Spec. calculator acc. to leaflet "Utilities"	With dictionary	
	Others	Assessment	Format	Length (min.)	Weighting
	Talk/oral presentation	Grade	Gruppenarbeit	20	20.00
	Talk/oral presentation	Grade	Partnerarbeit	15	10.00
Classroom Attendance Requirement	None				
Compulsory Reading	<ul style="list-style-type: none"><li>• Fleischmann, A. Ganzheitliche Digitalisierung von Prozessen. Springer Vieweg. ISBN 978-3-658-22647-3.</li><li>• Lanz, F. (2017). Schaden- und Leistungsmanagement. 2nd edition. Bern: VBV. ISBN 978-3-7155-7540-7.</li><li>• Kaelble, S. Process Mining. Wiley. ISBN 978-1-119-86050-1.</li></ul>				
Recommended Reading	<ul style="list-style-type: none"><li>• Vito, R. (2022). Haftpflichtrecht. 3rd edition. Bern: Stämpfli. ISBN 978-3-7272-6991-2.</li><li>• Ackermann, W. &amp; Schmeiser, H. (2017). Versicherungswirtschaft &amp; Versicherungsmanagement. 2nd edition. Bern: VBV. ISBN 978-3-7155-7502-5.</li><li>• Keller, A. (2018). Haftpflichtbestimmungen. 14th edition. Bern: Stämpfli. ISBN 978-2-7272-0538-5.</li></ul>				
Comments					