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Mitchell Holds Annual mPower Customer Conference

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SAN DIEGO, CA—Mitchell, a leading provider of technology, connectivity and information solutions to the Property & Casualty (P&C) claims and Collision Repair industries, today announced key insights delivered at its annual Mitchell mPower Conference. Keynote speakers included leaders from Mitchell and executives from major insurance companies and original equipment manufacturers (OEMs). The impact of intelligent automation, vehicle complexity and proper and safe repairs, and customer experience were among the topics discussed. The three-day event took place at the La Quinta Resort and Club in La Quinta, California, on October 1-3, and attracted more than 300 leaders from across the P&C and Collision Repair industries.

Automation and Artificial Intelligence to Transform Industry with Efficiency and Insights

In his keynote speech, “Business in the Age of Automation,” Mitchell President and CEO, Alex Sun, explored how exponential advancements in computing power coupled with high-speed, low-latency 5G wireless technology may enable the Internet of Things at massive scale, creating new opportunities and risks for the Property & Casualty industry. Further, Sun posited that automation will have a dramatic effect on the nature of work. “I anticipate automation of simple, repetitive tasks to transform productivity, freeing workers to focus on more complex and human-focused tasks,” said Sun. “In addition, artificial intelligence will likely augment human intelligence, providing never-before-seen insights.”

Proposed CMS Remote Physician Monitoring Pay Models to Impact Casualty and Workers' Compensation Insurers

In the breakout session, “P&C Industry Trends and Legislative Updates 2018 — 2019,” Mitchell presenters Michele Hibbert-Iacobacci, Senior Vice President of Regulatory Compliance Management, Casualty Solutions, and Brian Allen, Vice President of Government Affairs, Pharmacy Solutions, explored the Centers for Medicare & Medicaid Services (CMS) proposed remote physician monitoring and evaluation and management payment models. “This is an important area we need to watch as evaluation and management visits are a major portion of the spend in P&C claims,” said Hibbert-Iacobacci. “Changes that occur with CMS rules could have huge impact in those states for workers' compensation and auto that have adopted the Medicare fee schedules. The impact that we could see can range from changes in provider behavioral billing patterns, to igniting challenges that carriers should be prepared to respond to.”

Commitment to Proper and Safe Repairs Propels Auto Physical Damage Innovation

Debbie Day, Executive Vice President and General Manager of Mitchell's Auto Physical Damage (APD) business unit kicked off a series of sessions focused on Mitchell's “true north” of proper and safe repairs. Day explained how ever-changing technology is driving the production of the latest Mitchell solutions. By tying consumer, vehicle, and key technology innovations together, Mitchell was able to present their view on how APD will be forever transformed, and how new networks, including OEM-collision repair networks, can measure their processes, resulting in a changed landscape of collision repair. “As vehicles become increasingly sophisticated, they are also becoming increasingly challenging to repair,” said Day. “Everyone has a stake in proper and safe repairs—insurers, collision repair facilities and OEMs. Mitchell is committed to providing solutions that support the ecosystem and help ensure that damaged vehicles are repaired properly and safely and returned to a satisfied consumer—which is both the insurance policy holder and the OEM vehicle owner.”

Customer Feedback Drives Casualty Solutions Enhancements in Support of Better Customer Outcomes

Nina Smith, Executive Vice President and General Manager of Mitchell's Casualty Solutions business unit shared the results of an ongoing initiative to improve customer experience through both solution enhancements and operational improvements based on customer feedback. Specifically, Smith touched on quality, ease of use, responsiveness, and reporting and analytics and presented some recent developments in Mitchell's core solutions as well as recently acquired product lines. “I truly believe the best way to improve customer experience is to listen and try to make sure that our customers have a great experience with Mitchell at each and every touchpoint ,” Smith said. “Every improvement that we make to help our customers simplify their workflows or better understand a claimant's injury is one step closer to helping them achieve their own goals of restoring lives and achieving better outcomes for their customers.”

About the Mitchell mPower Conference

Originally called the Mitchell Property & Casualty Conference, the Mitchell mPower Conference was renamed this year to reflect its position as the cornerstone of Mitchell's mPower initiative. mPower encompasses the mPower by Mitchell website where the company shares technology trends, industry insights and original data and the mPower Awards that celebrate innovative technology and business transformations that deliver better outcomes.

For further collision repair and property casualty industry updates and perspectives, follow Mitchell on Twitter @Mitchell_Intl, @MitchellClaims, @MitchellRepair, @MitchellPBM and LinkedIn.

About Mitchell International

Headquartered in San Diego, California, Mitchell International, Inc. delivers smart technology solutions that simplify and accelerate claims handling, repair processes and pharmacy transactions, driving more accurate, consistent and cost-effective resolutions. Mitchell integrates deep industry expertise into its workflow solutions, providing unparalleled access to data, advanced analytics and decision support tools. Mitchell's comprehensive solution portfolio and robust SaaS infrastructure connect its customers in ways that enable tens of millions of electronic transactions to be processed each month for more than 300 insurance providers, over 65,000 pharmacies and 30,000 collision repair facilities, as well as countless other Property & Casualty industry supply partners across the Americas and Europe. For more information, please visit www.mitchell.com.



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