



The Reimagined RGA Global Claims Manual: Devoted to Claims, Dedicated to Claims Professionals

Unique tools and knowledge sharing to reinforce best practices and assist the claims professional in reaching the right decision.

Overseas Death Claims Guide

A risk-management and fraud tool featuring:

- Country-specific information, including evidence requirements and sample documents
- A risk calculator for determining likelihood of fraud
- Factor-based risk ratings for nearly 200 countries
- A Red Flags feature identifying potentially fraudulent activity

Best Practice Guides

Practical advice on all aspects of claims management, including key medical information such as diagnostic investigations, medical management and prognosis. The guides are equipped with example definitions, key considerations and guidance on the evidence required to substantiate claims, as well as knowledge checks to highlight the main learning points in each guide. The following Best Practice Guides are available:

- By benefit type: Critical Illness, Death, Disability Income, Health, Total and Permanent Disability
- By condition:
 - Critical Illness: Benign Brain Tumor, Cancer, Coronary Artery Bypass Graft, Heart Attack, Multiple Sclerosis, Stroke
 - Disability Income: Cancer, Chronic Pain and Complex Claims, Heart Attack, Mental Health, Musculoskeletal, Stroke

Knowledge Sharing

- Regular RGA claims publications:
 - RGA's Global Claims Views: newsletter featuring short, topical articles about important claims issues in markets around the world, written by RGA claims experts
 - Global Health Brief: a newsletter written by health claims managers focusing on hot topics within the health industry
 - ReReflections: RGA's Global Medical newsletter
- Training material
 - Interactive case studies
 - Educational GULF Stream videos
 - Online training
- Robust risk management tools such as the Troponin Unit Converter

Additional New Features

- New content for the Overseas Death Claims Guide
 - Updated risk rankings
 - Additional country-specific content
- Links to claim-related websites
- Introduction of market-specific content
- Additional assessor-focused content regularly added



For more information, or to register visit <https://central.rgare.com> and click on the Global Claims Manual tile.