Through RGA's Global Claims Guide, you can access PATHFINDER, RGA's new professional claims training program. PATHFINDER allows you to take control and build your own learning experience by choosing specific learning modules that are most relevant to your role and learning needs.

PATHFINDER offers a suite of online modules that allow you to engage with content through multiple media including text, visuals, audio, and downloadable material. You can track and recognize success throughout the program while accumulating continuing education credits.

EACH COURSE HAS 3 ELEMENTS:

Speak the Language

The recommended entry to each PATHFINDER course, the Speak the Language module acts as an anchor and starting point for each topic. The focus is on the medical condition and circumstances that present challenges when it comes to claims management.

Apply the Facts

Tailor your learning path by choosing Apply the Facts modules that focus on claims considerations relevant to your role. For example, if you assess critical illness claims, you can choose the module that targets the key claims considerations relevant to this benefit type of insurance. Modules are also available for disability income; total and permanent disability; and medical reimbursement.

Solve the Case

By applying your new knowledge to a real-life case study, Solve the Case allows you to put what you have learned into practice. Follow a character through the life cycle of a claim, examine the supporting claim documents, ask yourself some important guided questions, and arrive at the correct claim decision.

Topics available include *heart attack*, *mental health conditions*, *skin cancer*, and *blood cancer*, with more content coming soon. For more information about PATHFINDER, please email us at globalclaimsmanualhelp@rgare.com.

Continuing Education

Step 1: Access PATHFINDER through the Global Claims Guide.

Step 2: Choose the modules relevant to your role.

Step 3: Complete the course online at your own pace.

Step 4: Download your certificate and use this as validation for continuing education credits.

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