

Stuart Maue Legal Bill Review

Client Results


International specialty insurance company

Stuart Maue implemented an end-to-end legal bill review program with an international specialty insurance company. The company looked to Stuart Maue for assistance in several areas: guideline review, budgets, workflow, payments, and analytics and reporting.

Stuart Maue began the program with an intensive legal billing guideline review and revision. Next, Stuart Maue reviewed the company's budget issues. Many law firms failed to upload the required budgets for their claims or if they did, the majority of firms went over budget. Stuart Maue instituted a budget application that required a budget to be submitted before the firm began invoicing. If the firm went over budget, the adjuster and law firm were notified via e-mail with a request for a new budget. Once a new budget was in place, the law firm could continue to bill to the claim. **Result: This system all but eliminated over budget claims and instituted a policy that required a budget for each claim (unless specifically waived by the adjuster).**

Second, Stuart Maue reviewed workflow issues within the organization. Management wanted to make certain that invoices were reviewed and moved quickly to the payment department. Managers were also concerned about the lack of consistency when reviewing invoices. With over 100 adjusters located in various cities, it was difficult to maintain a standardized methodology when reviewing invoices. With a legal bill review program in place, the company knew the reviews were now consistent across the company. When Stuart Maue completed a review of an invoice, an e-mail alert was sent to the adjuster. The adjuster was directed to log into the Stuart Maue Portal where they could add, delete, or modify Stuart Maue's suggested revisions and then a payment file was generated. **Result: A standardized way of reviewing invoices was implemented, and the entire payment process became more efficient.**

Stuart Maue provided the client with a myriad of custom reports as well as analytics. Reports were parsed by the various divisions. **Result: Managers could not easily access these types of analytics before Stuart Maue's program. Also, by parsing the data by business unit, the division managers had the tools they needed to analyze their respective areas.**

 **Savings from legal bill review by Stuart Maue attorneys for years 1-4:**
10.0%, 7.4%, 5.0%, 4.8%

Learn how our skilled experts can help you...

Contact us

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Multinational pharmaceutical company

A multinational pharmaceutical company came to Stuart Maue 13 years ago in order to implement a legal bill review program. Stuart Maue created new billing guidelines containing industry best practices for the company along with an invoice review program. **Result: The firms began to adhere to the billing guidelines, and the company gained substantial savings each year through bill review.**

Stuart Maue also implemented a budget application that required law firms to upload budgets. **Result: The budget application allowed the pharmaceutical company the ability to make certain that matters were not going over budget.**

Next, Stuart Maue assisted the company with their payment issues. The pharmaceutical manufacturer's firms were retained on several matters at one time. Billing was confusing and the company was constantly cutting checks to the same firms throughout the month. Stuart Maue created a summary report for the company. The report outlined the amount due for each matter billed by a firm along with a total owed to the firm for the month. The report was sent to the billing department where billing cut one check for the total amount of all claims for a firm for the month. **Result: This new process significantly increased the efficiency in the billing department.**

Savings from legal bill review by Stuart Maue attorneys for years 1-4:

7.1%, 6.0%, 5.6%, 7.6%

Leading general casualty and professional liability insurance carrier

Over 12 years ago, Stuart Maue began a legal bill review program for the insurance carrier. During this time, Stuart Maue revised the company's billing guidelines multiple times after analyzing the main areas of billing non-compliance found in invoice reviews. Stuart Maue also implemented a budget application for the company to assist in preventing claims from going over budget. The application contained alerts to make firms and adjusters aware of when they were close to a budget ceiling. **Result: The company was able to maintain claims on budget and keep over-budget claims to a minimum.**

Next, Stuart Maue implemented a timekeeper approval system for the company. Before the new system, rates were approved by individual adjusters and managers which caused inconsistency with rates. **Result: With the new system in place, timekeeper rate requests were filtered to one person within the company. The company had centralized knowledge about the rates which resulted in better rate negotiations for the insurance carrier.**

Stuart Maue also assisted them with a new EDI process. **Result: The company sent payments to law firms electronically, and ultimately reduced administration costs.**

Savings from legal bill review by Stuart Maue attorneys for years 1-4:

10.7%, 7.8%, 6.8%, 6.5%

Learn how our skilled experts can help you...

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