

Associate in Claims (AIC™)

Gain on-the-job claims skills and prepare for your next opportunity with the AIC Designation



INSURANCE CLAIM FORM

PRIMARY CUSTOMER INFORMATION: Primary Customer complete this section

A1. PRIMARY CUSTOMER'S NAME (Last Name) (First Name) (M.I.) (State) (ZIP Code)

A2. GENDER M F

B. DATE OF BIRTH MM DD YYYY

DAYTIME TELEPHONE # () ()

E. ACCOUNT NO. (on the front of your Cigna ID card)

C. PRIMARY CUSTOMER'S MAILING ADDRESS (No., Street) (City)

D. CIGNA ID NUMBER OR PRIMARY CUSTOMER SOCIAL SECURITY NUMBER

G. PRIMARY CUSTOMER STATUS EMPLOYED COBRA*** RETIRED*** DISABLED***

*** EFFECTIVE DATE MM DD

IS THIS A CHANGE OF ADDRESS? (Note: address must also be changed with Employer, if applicable) YES NO

F. EMPLOYER NAME

PATIENT INFORMATION: Complete this section only if the patient is not the primary customer

A. PATIENT'S NAME (Last Name) (First Name) (M.I.) (City)

B. RELATIONSHIP TO PRIMARY CUSTOMER Spouse Child Other

C. DATE OF BIRTH MM DD (State)

E. PATIENT'S ADDRESS (No., Street) (City) STUDENT FULL-TIME

F. AT THE TIME OF ACCIDENT OR INJURY SERVICE WAS PROVIDED WAS THE PATIENT: EMPLOYED FULL-TIME N/A

ACCIDENT/OCCUPATIONAL CLAIM INFORMATION: Complete this section only if you are filing the claim because of an accident or occupational (work-related) injury or illness

A. DESCRIPTION OF HOW ACCIDENT OR WORK-RELATED ILLNESS/INJURY OCCURRED

B. INJURY DUE TO AUTO ACCIDENT? YES NO

C. DATE OF ACCIDENT OR BEGINNING OF ILLNESS MM DD YYYY

E. ARE YOU OR YOUR DEPENDENT'S FILING A CLAIM OR LAWSUIT AGAINST A THIRD PARTY INCLUDING ORDER TO RECOVER THE COST OF EXPENSES INCURRED AS A RESULT OF THIS ACCIDENT OR ILLNESS? YES NO If yes, Name of Third Party: _____

FAMILY/OTHER COVERAGE INFORMATION: Complete only if claim is for a dependent and/or other coverage is in effect

A. NAME OF SPOUSE (Last Name) (First Name) (State)

B. NAME OF SPOUSE (Last Name) (City) (State)

C. POLICY NUMBER

Powered by

Designation Overview

Gain on-the-job skills you can use right away with the AIC designation. Program details include:

- 3 courses, plus ethics
- 9-12 months to complete
- 100% online courses
- Virtual exams for all courses
- Mailed diploma upon completion

What You'll Learn

- How to effectively execute the claims handling process so you can reach fair settlements
- Best practices you can use to build customer loyalty and minimize insurer reputation risk
- How to best use data analytics and technology so you can recognize and prevent fraud
- Interviewing strategies so you get the details you need from claimants, witnesses, and experts
- Proven techniques to resolve claims disputes outside of court to eliminate extra time and hassle
- How to effectively evaluate auto, liability, property, or workers compensation claims based on your focus

Designation Outline

Build your foundation through claims practices and better navigating legal aspects of claims:

Claims in an Evolving World

Our most popular course for claims professionals, this provides a foundation for the necessary skills you'll need to have a successful claims career in today's world. From negotiating fair settlements to learning how to spot fraudulent behavior, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Negotiate fair settlements to get people back on their feet faster
- ✓ Build trust with claimants to improve your company's reputation
- ✓ Settle claims successfully and accurately to secure client satisfaction
- ✓ Effectively interview witnesses and experts to get the details you need
- ✓ Build investigative skills to better spot fraudulent behavior

Study Material

US\$ 385

Examination

US\$ 305

Expanding Your Claims Perspective

AIC 301 will give you the skills you need to negotiate fair settlements for customers while ensuring good faith claims handling. From learning how to apply the insurance contract to resolving claims disputes, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Effectively apply an insurance policy to a claim so claimants get a fair settlement
- ✓ Confidently explain how coverage applies to a claim to set customer expectations from the start
- ✓ Understand who is legally responsible for damage and injuries to accurately settle a claim
- ✓ Resolve claims disputes outside of court to eliminate extra time and expenses
- ✓ Clearly communicate with legal professionals to keep the claims process moving

Study Material

US\$ 385

Examination

US\$ 305

Choose one of the following electives to hone your claims-specific focus area:

Successfully Evaluating Auto Claims

This course will help you understand the unique aspects of auto liability so you can successfully handle auto claims. From better understanding auto liability claims to learning how to analyze policies and determine proper auto coverage, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Apply the claims handling process to an auto claim to improve your negotiating position
- ✓ Understand commercial and personal auto policies so you can confidently apply them to a customer's claim
- ✓ Determine the value of a physical damage claim so customers get the coverage they deserve
- ✓ Evaluate an auto repair estimate to ensure a fair settlement
- ✓ Properly estimate an injured claimant's length of recovery so you can set expectations
- ✓ Effectively settle an auto liability claim to minimize stress and build trust with the claimant

Study Material

US\$ 385

Examination

US\$ 305

Successfully Evaluating Liability Claims

This course will help you learn how to successfully obtain evidence, interview experts, and interact with claimants. From better understanding the liability claims environment to evaluating bodily injury claims, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Apply the claims handling process to a liability claim so you can negotiate effectively
- ✓ Understand legal trends so you know how they impact liability claims
- ✓ Understand commercial and personal liability policies so you can apply them to a customer's claim
- ✓ Gain tactics to obtain evidence and expert testimony to ensure you have all the facts straight
- ✓ Evaluate a bodily injury claim so claimants get a fair settlement
- ✓ Empathetically communicate with liability claimants to build trust with customers
- ✓ Effectively settle a liability claim so your customers know they're in good hands

Study Material

US\$ 385

Examination

US\$ 305

Successfully Evaluating Property Claims

This course will give you the skills you need to effectively value property and settle claims. From understanding the property claims environment to addressing the financial impacts of loss, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Apply the claims handling process to a property claim so you can negotiate effectively
- ✓ Handle claims resulting from fire, mold, and natural disasters to help customers rebuild
- ✓ Understand commercial and personal property policies so you can apply them to a customer's claim
- ✓ Determine the appropriate method for valuing property so you can value it accurately
- ✓ Empathetically communicate with property claimants to build trust with customers
- ✓ Effectively settle a property claim so your customers know they're in good hands

Study Material

US\$ 385

Examination

US\$ 305

Successfully Evaluating Workers Compensation Claims

This course will give you the skills you need to successfully handle workers compensation claims by understanding coverage, disability, and return-to-work practices. From investigating workers comp claims to resolving subrogation issues, this course will help you get better at your job and give you the skills you need to be ready for your next opportunity.

Skills You'll Gain

- ✓ Apply the claims handling process to a workers compensation claim so you can negotiate effectively
- ✓ Easily spot indicators of fraudulent claims to ensure only valid claims are paid
- ✓ Understand workers compensation coverage like the back of your hand so you know how to apply it to a customer's claim
- ✓ Understand types and consequences of various disabilities to ensure specific accommodation needs are met
- ✓ Facilitate the return-to-work process so it's a smooth transition for the employee

Study Material

US\$ 385

Examination

US\$ 305

Ethical Decision Making in Risk and Insurance

Learn to recognize ethical dilemmas and identify informed solutions to them. Build a sound ethical framework that you can apply to your day-to-day operations. Learn to better recognize and address ethical dilemmas in the workplace and preserve the public's trust in the risk and insurance industry.

What You'll Gain

Maintain credibility with your clients and preserve the trust on which insurance transactions are based through your study of ethical, insurance-based case studies.

Topics

- Supporting Professionalism
- Insurance Professionals and High Ethical Standards
- Ethical Responsibility to Groups, Dilemmas, Case Studies
- Ethical Theories and Decision-Making Tools
- Barriers to Ethical Decision Making

Study Material

US\$ 125

Examination

Free

Examinations

We offer the Designations' exams in 4 testing windows throughout the year. You can complete your exam at any time in the testing window that you registered for. Access your exam from your account when the window opens and complete it any time **until 11:59 p.m. ET** on the final day of the window.

- Quarter 1: January 15 – March 15
- Quarter 2: April 15 – June 15
- Quarter 3: July 15 – September 15
- Quarter 4: October 15 – December 15



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