



Customer Spotlight

## Georgia Municipal Association

How we successfully decreased open claim count by 25%.

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### The Company

Founded in 1933, the Georgia Municipal Association (GMA) represents the municipal governments of all 538 cities in Georgia. GMA is a voluntary, non-profit organization that provides legislative advocacy, educational, employee benefit, and technical consulting services to its members.

### The Partnership

GMA sought a forward-thinking partner to better serve their membership. In 2015, they chose CorVel, citing our holistic and collaborative approach to claims management and the outcomes we've achieved. Since implementation, the partnership has provided immediate access to care, responsive solutions, and a reduction in the total cost of risk for its members.

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A holistic and collaborative approach to claims management.

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## Decrease Open Claim Count

Within the first year of moving to CorVel, GMA's average open claim count decreased by 25%. Through improved claims management and an accelerated closure rate, premiums for GMA's membership have decreased by 20%, while surplus has increased by more than 50%.

CorVel's collaborative approach - powered by intuitive technology - has streamlined communication and provided real-time updates to GMA to avoid costly delays. To date, we continue to focus on claims closure and are trending ahead of prior years.

# 20%

decrease in  
premiums

## Proven Success with Savings

Since 2015, the average incurred on indemnity claims has decreased by 40% and medical-only by 22%. This has contributed to major cost savings for GMA, as total incurred costs are nearing a 5-year low.

# 40%

lower average  
incurred on  
indemnity  
claims

# 22%

lower average  
incurred for  
medical-only  
claims

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A number of factors have influenced the recent year successes, but the impact of the services provided by CorVel has been instrumental in our ability to pass savings onto our membership. The local team servicing our account has been a pleasure to work with and served our account with honesty and integrity. We are proud to say that our workers' compensation program is in [the best financial position of its 37-year history](#).

Stan Deese, Director, Risk Management Services at Georgia Municipal Association

## Looking to the Future

As a leading care and cost management solutions provider, CorVel's ongoing investments in creative solutions and technology will continue to lead innovation, improve outcomes, and reduce risk for GMA and its valued members.

