

.COMPINSIGHTS



National Comp Insights

What's Shaping the Future of Claims?

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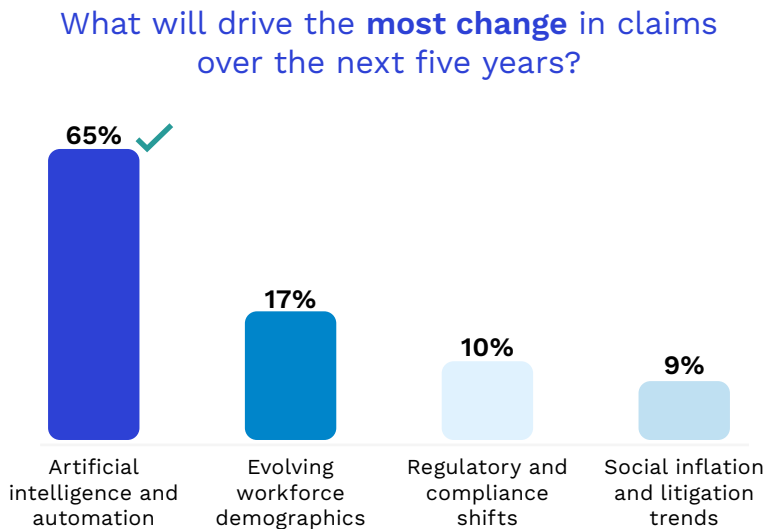
Introduction

The National Comp Conference brings together industry leaders to examine emerging trends, operational challenges, and opportunities for innovation. During the 2025 conference, CorVel surveyed attendees to identify what is driving change today and what will define success in the near future. The findings offer clear insight into the priorities of claims and risk professionals and reinforce CorVel’s direction in technology development, workforce investment, and service delivery.

AI and Automation Drive Claims Transformation

When asked what would drive the most significant change in claims over the next five years, the majority of respondents pointed to artificial intelligence (AI) and automation. Sixty-five percent of participants identified AI as the most impactful factor, far outpacing workforce demographics, litigation trends, or regulatory changes. This reinforces that advanced technology will be central to claims transformation and validates CorVel’s investments in automation, decision-support tools, and predictive modeling.

Responsible implementation of AI is key to realizing the true value of the technology. Balancing innovation with strong standards for data privacy, security, and transparency is critical—principles outlined in CorVel’s white paper, [Upleveling Your Data Privacy and Security Measures with Generative AI](#). The platform continues to evolve, integrating new technologies to meet the changing needs of claims professionals.



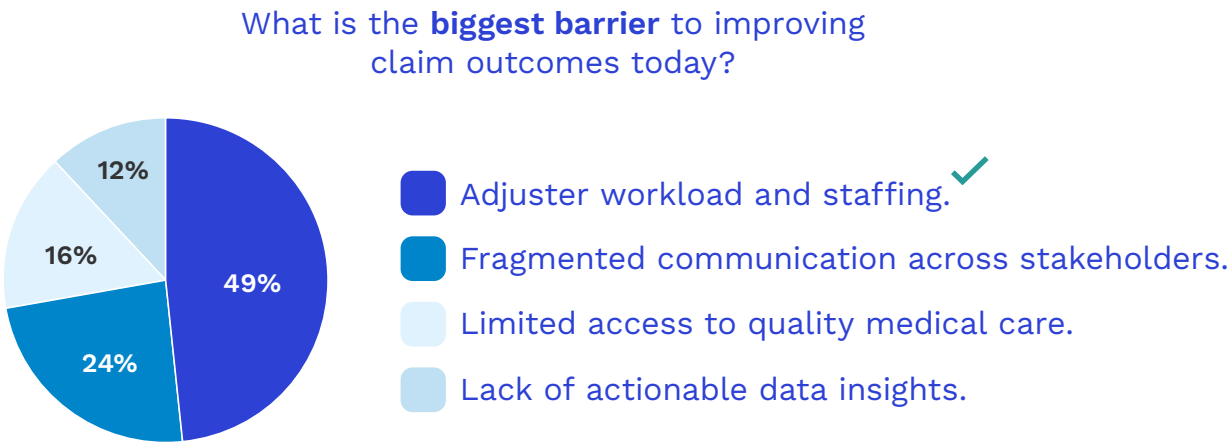
Adjuster Workload Remains the Biggest Barrier

Nearly half of survey respondents identified adjuster workload and staffing challenges as the primary barrier to achieving better claims outcomes. This issue surpassed concerns related to data insights, stakeholder communication, and access to medical care. This underscores what many in the industry already know: when adjusters are overloaded, outcomes suffer, communication breaks down, and opportunities for proactive intervention are easily missed.



CorVel has taken a long-term approach to addressing this challenge through its Operational Excellence (OpEx) program and commitment to talent development. The OpEx program ensures that teams operate with consistency and structure, and are equipped with the right tools to work efficiently. It also emphasizes reducing manual tasks and streamlining workflows so adjusters can focus on higher-value tasks that directly influence outcomes.

Turnover is a pervasive industry challenge, and CorVel has taken deliberate steps to mitigate its impact. By investing in employee well-being, offering career progression opportunities, and creating an environment where adjusters have the guidance and resources they need, CorVel strengthens continuity for clients and supports better outcomes for injured workers.



Prioritize Innovation in Return-to-Work Programs

When asked where the industry should focus its innovation efforts first, respondents identified return-to-work and recovery programs as the top priority. This reflects a recognition that strong clinical support and coordinated care management remain central to achieving positive outcomes for injured workers. This insight reinforces CorVel’s ongoing commitment to enhancing return-to-work solutions and guiding future innovations in this area.

CorVel has invested heavily in optimizing return-to-work outcomes through both clinical expertise and technology. Our experienced nurses provide early intervention and continuous support throughout the life of a claim, guiding care decisions and ensuring injured workers remain on track for recoveries. Care^{MC} also plays a critical role by integrating return-to-work tracking directly into the claims management workflow, giving adjusters and employers real-time visibility into an injured worker’s progress. By streamlining administrative tasks, the platform lets adjusters focus on communication and clinical coordination, supporting faster, safer return-to-work outcomes.

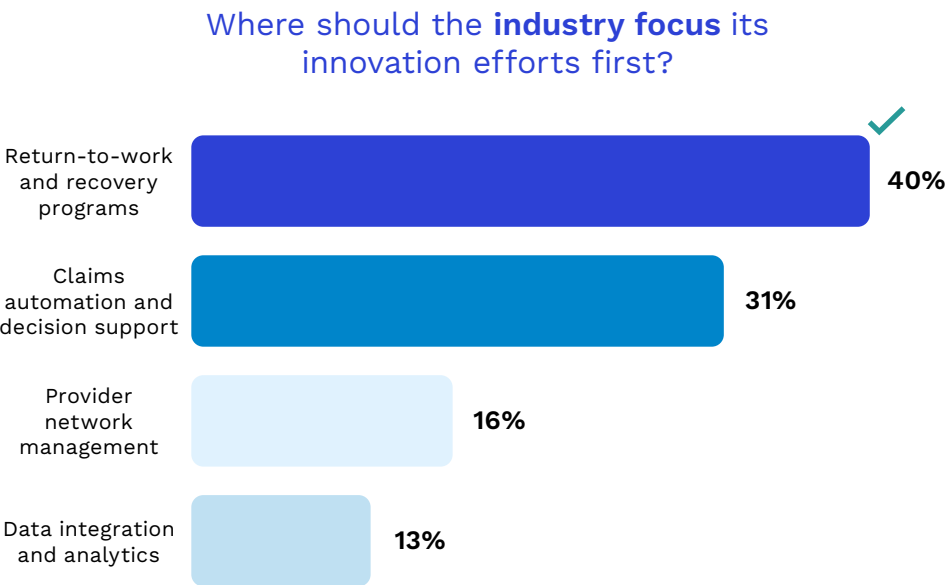


Collaboration and Transparency Drive Success

Nearly half of survey respondents believe that successful partnerships in workers’ compensation and liability are defined primarily by collaboration and transparency. This finding signals a shift away from transactional relationships toward deeper, more integrated partnerships built on shared goals, open communication, and trust.

CorVel’s service model builds on these principles with a high-touch approach led by account managers empowered to make decisions, resolve issues quickly, and adapt strategies as needs evolve. Supported by local and national leadership teams, this approach enables CorVel to deliver consistent results and accountability while providing high-quality service.

Our engagement model emphasizes listening first, then tailoring programs and solutions to each partner’s objectives. We foster strong, transparent relationships through proactive communication and real-time visibility in Care^{MC} dashboards.



What do **you** believe best defines a successful partnership in workers’ comp and liability?

- a) Consistent results and accountability: 26%
- b) Technology and modernization: 9%
- c) Collaboration and transparency: 47%
- d) Expertise and service quality: 18%

Conclusion

CorVel's National Comp survey results illustrate a rapidly shifting industry where new technology, workforce dynamics, and partnership expectations are reshaping how claims are managed. Our findings confirm that AI and automation will continue to drive meaningful change, while adjuster workload remains a significant focus to achieving optimal outcomes. The industry's call for innovation in return-to-work strategies further highlights the importance of clinical coordination and early intervention, and the emphasis on transparency underscores the need for collaborative partnerships.

CorVel's ongoing investment in technology, operational excellence, and client engagement aligns directly with these priorities. By delivering purposeful innovation, supporting the professionals who manage claims, and fostering transparent relationships with partners, CorVel is committed to advancing the workers' compensation industry and supporting better outcomes for injured workers and employers alike.

Join us at our next event.

Learn more about upcoming CorVel conferences, webinars, and industry discussions at corvel.com/events

