



[Auto Casualty](#), [Workers' Comp](#)

# Bridging the Gap for New Adjusters with Innovative Tools

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A common challenge for many adjusters is a lack of medical knowledge, which can significantly impact their ability to assess claims accurately. While they typically gain proficiency and confidence through hands-on experience over time, the initial understanding of medical diagnoses and procedures can be a daunting hurdle for newcomers. This is where innovative tools come into play, offering crucial support in bridging the knowledge gap until they become seasoned experts in their field.

To tackle this significant challenge, we've developed a unique visualization tool known as the **Blue Man**. This innovative tool features an outline of the human body shaded in blue, helping adjusters to visualize and comprehend medical claims more effectively. By breaking down complex medical information into an easily understandable format, the Blue Man becomes an invaluable resource for newcomers.

Here's how it works:

- **Injury Highlighting:** When an adjuster reviews a claim, the Blue Man highlights the injured area of the body in blue. This visual allows the adjuster to quickly pinpoint the area of concern, reducing the time spent on figuring out which part of the body is affected and speeding up the overall assessment process.
- **Diagnosis Comparison:** After identifying the highlighted injury, the adjuster can then compare it with both the claim diagnosis and the bill diagnosis. This comparison not only helps identify any discrepancies that may require further investigation but also fosters a deeper understanding of the relationship between various diagnoses and treatment plans.

The Blue Man provides an intuitive approach to accelerate the learning curve for new adjusters but also enhances their accuracy and efficiency in claim processing. By continuing to create innovative tools like the Blue Man, we continue to support new adjusters as they develop their expertise- boosting their confidence and the overall quality of claim assessments.

If you're interested in discovering how our tools can streamline your processes and support your team in navigating the complexities of insurance claims, [please feel free to reach out to us here.](#)



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