Auto Casualty

Claims Journal: Interview with Michele Hibbert-Iacobacci on COVID-19

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1 MIN READ

Mitchell Senior Vice President of Regulatory Compliance Management Michele Hibbert-Iacobacci shared her thoughts and expertise with Claims Journal about how the COVID-19 pandemic is affecting the workers' compensation and auto casualty insurance industries.

In the article titled "Claims Pros Adjusting to Lower Volumes, Pandemic Complications", Michele explains how the industry has adapted to working from home. She also addresses the increased use of telemedicine that we are seeing in the market today and discusses the various regulatory changes that have come about as a result of COVID-19.

"We live after every word those regulators write," she said. "We are being very careful when reading these things. When you are asked to be quote-unquote 'flexible', what does that really mean?"

Click here to read the full article.

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