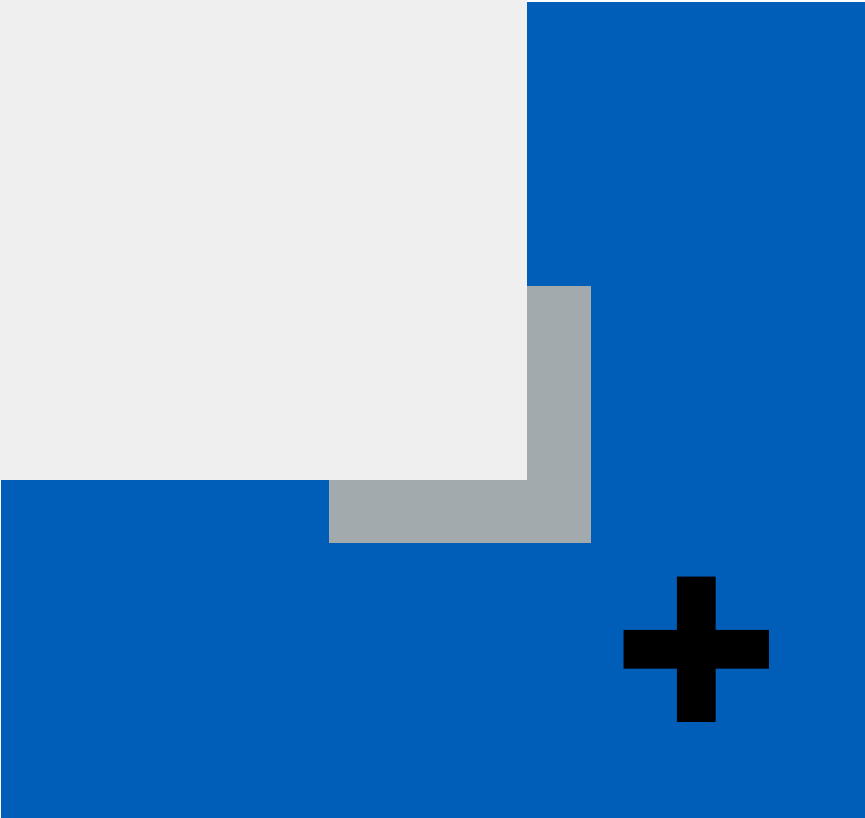




SERVICE REFERENCE GUIDE

# ACCIDENT & HEALTH PRODUCT DEVELOPMENT

Fully-integrated, beginning-to-end solutions





Perr&Knight's team of multi-disciplined professionals is expertly qualified and perfectly suited to assist insurance companies with their accident and health product development. We offer a fully-integrated beginning-to-end solution which encompasses competitor analysis, product design, pricing, and state filings.

Our product development team members typically include individuals with relevant industry designations such as Fellow or Associate of the Society of Actuaries ("FSA", "ASA"); Associate Compliance Professional ("ACP"); Associate Insurance Regulatory Compliance ("AIRC"); Associate in Underwriting ("AU"); and Fellow Life Management Institute ("FLMI").

Perr&Knight's accident and health product development expertise extends to all group and individual supplemental health products in all U.S. jurisdictions. Additionally, our consultants have extensive experience developing hybrid products that contain both life and health, and property and casualty coverage components, such as travel insurance and debt protection products.



## COMPETITOR ANALYSIS

One of the first and most crucial steps in effective product development is an analysis of the competition. Insurance products developed in a vacuum, without regard to current products and trends in the marketplace, have limited success. Perr&Knight's consultants have access to a nationwide library of insurance company accident and health filings and have the experience, expertise and resources to provide a comprehensive analysis of the competition.

In addition, Perr&Knight's actuaries are experienced at extracting key information from competitor rate manuals in order to create meaningful and accurate rate comparisons for companies who are entering a new state or line of business. Our product design consultants expertly access competitor form libraries in order to prepare competitor coverage comparisons that highlight the different coverages and benefit options available in the markets our clients are entering.

## PRODUCT DESIGN & PRICING

Perr&Knight's consultants work with insurance companies to develop the product architecture for accident and health products. We facilitate discussions with our clients to determine product characteristics such as desired benefits, coverage options, risk selection, target markets, target rate level and retention levels. Our consultants also assist companies with the development of underwriting strategies and guidelines for accident and health products.

Our actuaries are skilled at developing rating manuals for our clients' new accident and health insurance products. We know how to develop health rates based on company experience for similar programs, competitor rating plans, or industry data which produce adequate premiums that cover expected losses, expenses and a desired profit load. In addition, our actuaries have a deep knowledge of the various state regulations and Department of Insurance ("DOI") policies that pertain to accident and health rates and rules. Our actuaries use this knowledge to identify non-compliant rating elements in our clients' rating plans and incorporate acceptable alternatives on a state by state basis to avoid excessive DOI interrogatories and speed up the filing approval process.

Perr&Knight's product design consultants are skilled at developing form libraries, including policy forms, certificates, riders, applications, enrollment forms, and notices, for accident and health insurance products. We work together with client personnel to ensure that the policy forms accurately reflect the intended coverage and desired features. Our product design consultants have a deep knowledge of the various state regulations and DOI policies that pertain to accident and health policy forms. We use this knowledge to identify controversial or non-compliant provisions in our clients' forms and modify or supplement them on a state by state basis in order to ensure compliance with state requirements and limit DOI interrogatories.

## STATE FILINGS

The state filing process for new accident and health products can be cumbersome and time consuming. Perr&Knight works with our clients to effectively navigate accident and health rate, rule and form filing requirements, develop a filing strategy that minimizes approval lags as much as possible, and maximizes speed to market.

Perr&Knight's state filings unit is the largest provider of rate, rule and form filing services in the country. Our size gives us the ability to prepare and submit filings very quickly and work on multiple filing projects at the same time. Perr&Knight's state filings professionals are very familiar with each DOI's specific accident and health filing requirements. We have developed and continue to cultivate positive working relationships with DOI personnel across the country. Additionally, our actuaries and product design consultants provide expert assistance throughout the state filings process, including the development of initial filing support and assistance, and with rate, rule and form interrogatories.

Perr&Knight developed [StateFilings.com](https://www.statefilings.com) to track all filing projects. It is a secure website through which clients can access their filings online in real time to monitor filing progress and access filed materials. Through StateFilings.com, we eliminate any "black hole" concerns that companies may otherwise feel when turning their filing projects over to a third party filing service. StateFilings.com is available for carriers to license as a cloud-based software product used to manage all of their state filings workflows and processes.



## ABOUT PERR&KNIGHT

Founded in 1994, Perr&Knight provides insurance consulting and software solutions to the property & casualty and accident & health industries. Services include actuarial consulting, product development, insurance policy and forms consulting, regulatory compliance, state filings, licensing, technology consulting, statistical reporting, data services, and predictive analytics. Software includes [StateFilings.com](https://www.perrknight.com/statefilings), a leading cloud-based state filings management solution. With offices in Santa Monica, Boca Raton, the New York Metro Area, and Cincinnati, and more than 140 insurance professionals including over 30 credentialed actuaries, Perr&Knight is among the largest independent actuarial and insurance consulting firms in the United States.



888.201.5123 x2  
[PerrKnight.com](https://www.perrknight.com)

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