

Driving recovery through a denial and limited supports

CHALLENGE

An auto claim was closed by the client due to a lack of response from the adverse carrier. Through a closed file review, Praxis recognized the missed recovery potential and quickly got to work re-evaluating and advancing the opportunity. The claim presented multiple barriers from the outset, including a liability denial based on a “word versus word” position, difficulty identifying and engaging the correct adverse carrier, and missing critical documentation needed to fully support damages.

Recovery efforts were further complicated by inconsistent claim routing, unresponsive contacts, and limited available supports despite repeated requests. With no arbitration pathway available, the file faced a high likelihood of being closed without recovery.

SOLUTION

Praxis pursued the claim aggressively despite these constraints. The team navigated multiple administrative barriers to locate and engage the appropriate carrier, reissuing demands and providing supporting documentation to challenge the liability position.

Persistent follow-up efforts continued despite unresponsive contacts and changes in handling personnel. Where documentation gaps existed, Praxis advanced the claim using available evidence rather than allowing progress to stall.

By maintaining pressure, requesting formal reconsideration, and positioning the file for potential escalation, Praxis drove the carrier to re-evaluate its denial.

INDUSTRY
Subrogation

LOCATION
USA

CLAIM TYPE
Collision

RESULTS

Full recovery achieved following reversal of liability position

Through sustained execution and strategic persistence, the adverse carrier ultimately reversed its position and issued full payment on the claim.