



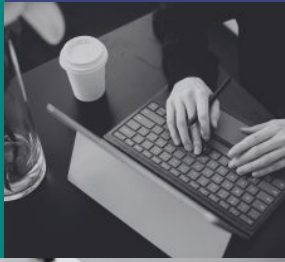
CASE STUDY 2025

Topic:

**Improving Efficiencies with Customized
Training for Validation of Personal
Injury Questionnaires**



In large-scale litigation involving thousands of claimants, accuracy, consistency, and compliance are essential. Verus partnered with its client to design and implement a customized training program focused on validating complex personal injury questionnaires. The goal: improve efficiency, ensure documentation met court-mandated standards, and enhance data quality across thousands of forms. Through targeted training in medical review, exposure validation, and quality control, Verus doubled team throughput while maintaining the highest standards of security, accuracy, and client service.



Improving Efficiencies with Customized Training for Validation of Personal Injury Questionnaires & Case Management



The Issue:

In high-stakes litigation, accuracy, quality, and thorough documentation can make or break a case. When managing 5,000 or more claimants, each of whom is required to complete a 50-page questionnaire, the need for precise validation and quality control becomes paramount. Verus' team collaborated with its client to develop a customized training program for the review of these forms to validate compliance with court-mandated requirements.

Verus Case Study



Understanding the Challenge

Claimant fact sheets or questionnaires in mass tort and class action litigation are often lengthy, detailed, and complex. With thousands of forms, the sheer volume of information requires a systematic approach to ensure accuracy and compliance. Critical components such as medical records and proofs of exposure demand special attention to ensure they meet qualifying standards for litigation. However, without proper training, inconsistencies and errors can arise, jeopardizing the strength of the individual cases and risking outright rejection.

Manual Inefficiencies:

Recognizing the challenges at hand, Verus created a training program designed to meet the unique needs of this litigation. This comprehensive program focused on:

- Validation of Pathology Reports
- Ensuring that all reports meet the standards established during the litigation process, including verifying diagnoses, cross-referencing medical records, and identifying potential discrepancies.
- Proof of Exposure Quality Control
- Training teams to identify and validate critical evidence that links claimants to exposure events, ensuring consistency and admissibility in court.
- Consistency Across Personal Inquiry Forms
- Providing a standardized process for answering qualifying questions and ensuring the inclusion of all necessary details to avoid gaps or inaccuracies.

Our training program was thoughtfully expanded to an online format to accommodate dozens of paralegals and attorneys over the course of a week. Designed with flexibility and accessibility in mind, the curriculum included two live sessions per day, each complemented by a dedicated Q&A segment to address real-world challenges and participant questions. All sessions were recorded to ensure continued access for participants seeking to reinforce their knowledge or review specific topics.

The program combined interactive workshops, scenario-based learning, and litigation-specific quality assurance checklists, ensuring every participant engaged deeply with the material and built practical, job-ready skills. Importantly, the training emphasized not just technical proficiency but also the critical role of client engagement, security, and compliance in every aspect of the claims process.

Participants received hands-on instruction in reviewing actual claimant forms, with a focus on:

- Interpreting complex medical terminology and legal documentation requirements—equipping them to explain information clearly and accurately to clients and stakeholders.
- Document labeling—ensuring precision and consistency in finalizing claimant documents, with a significant number of documents labeled and completed during the session.
- Verifying the validity of exposure documentation—a key step in building strong, reliable claims that inspire client confidence.
- Cross-checking supporting medical data—to ensure every diagnosis is supported by strong medical documentation.

Beyond technical knowledge, the training instilled a culture of client-centered service, highlighting how accuracy, security, compliance, consistency, and responsiveness directly impact clients' trust in the process. Participants learned best practices for clear communication, empathetic client support, timely case progression, and rigorous adherence to privacy and compliance requirements, reinforcing that each claim represents a real person counting on us to deliver exceptional outcomes.



COMPLIANCE AND SECURITY COMMITMENT:

Throughout the training, Verus emphasized the importance of handling sensitive claimant data in accordance with all relevant legal, regulatory, and security frameworks, ensuring that all processes comply with applicable privacy laws, data security standards, and industry best practices. This focus on secure and compliant operations protects claimants, law firms, and Verus while enhancing the integrity and reliability of every case file.

As a result of the training, Verus implemented a more efficient and secure claim review process, doubling the team's throughput while improving overall consistency, accuracy, and responsiveness to clients' needs—all while upholding the highest standards of data security and compliance.

Why It Matters

With 5,000 claimants, the scale of this litigation demanded not only robust systems but also a team empowered with the knowledge and tools to execute them effectively and compassionately. By implementing this training, Verus ensured:

- **Improved Data Quality:** Claimant data was meticulously validated, reducing the risk of errors or omissions that could delay settlements, erode client trust, or compromise compliance.
- **Increased Efficiency:** Team members, now fully versed in best practices and confident in their skills, work faster and with greater accuracy, shortening review timelines and ensuring clients receive timely updates and outcomes.
- **Enhanced Client Success and Service:** Our commitment to quality-controlled documentation, proactive communication, secure handling of sensitive information, and thorough review strengthens the overall case, bolsters client confidence, and underscores our dedication to delivering an exceptional litigation support experience.
- **Strengthened Security and Compliance:** Every step of the review process aligns with industry best practices and regulatory requirements, ensuring that client data is protected, confidential, and handled with the utmost integrity.

By investing in comprehensive training that prioritizes timeliness, accuracy, client success, security, and compliance, Verus remains a trusted partner in helping claimants secure the compensation they deserve.

Moving Forward:

As mass tort and complex litigation evolve, so must the strategies and training used to manage them. This partnership showcases how customized solutions can turn daunting challenges into streamlined processes, delivering measurable improvements in accuracy, efficiency, and outcomes. By addressing every detail—from validation of pathology reports to verifying proofs of exposure—our training program has not only met immediate litigation needs but also sets a new standard for quality assurance in claimant documentation.



If your organization is facing similar challenges or needs a tailored solution to enhance your litigation processes, we're here to help.

Contact Verus to learn how a customized training and validation solution can improve accuracy, efficiency, and compliance across your case portfolio.