

## Healthcare Third Party Claim Administration

### PSA offers creative solutions to better control the outcome of your liability claims.

If you are dissatisfied with the results on your General / Professional Liability or Medical Malpractice claims, maybe you need to change your claims management group. The claims staff at your insurance carrier or your TPA likely does not have healthcare claim specialists, so they may not be best suited to manage your claims.



By partnering with PSA's Healthcare Risk Solutions team, you can keep your program structure, broker and carrier while also getting better results. Our expertise is in serving the healthcare industry including *nursing homes, assisted and independent living facilities, continuing care retirement communities, hospice, home care, hospitals and healthcare practitioners.*

### The PSA Healthcare Risk Solutions Difference

- **Better results and control of your claims with our specialized expertise** — Our extensive industry experience allows us to understand the intricacies of the risks unique to your healthcare environment. This depth of expertise sets us apart from insurance generalists and is reflected in our claim results, which have been as much as 73% lower than industry averages.
- **Peace of mind with our comprehensive and personalized service** — With your ultimate goals in mind, we assess your claim and litigation management needs, objectively analyze liability and discuss custom solutions. Our goal is to provide reliable claims and defense management expertise, so you can focus on your business initiatives.
- **Saving time and money with a trusted partner** — It is our business to help shoulder the burden of managing your claims and liability. With our in-house third party administration services, we have the advantage to respond faster, keep you informed every step of the way and provide a more seamless and cost-effective experience than most of our competitors.

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## Healthcare Third Party Claim Administration

We focus on helping organizations with needs in the areas of *General / Professional Liability Claims, Medical Malpractice Claims, Self-Insured Retentions, and Captives.*

### Our Expertise

- Critical oversight of claims with focus on early resolution and least possible amount paid
- Specialized attorney selection, retention and management for your personalized defense strategy
- Objective analysis of negligence
- Review whether medical record requests meet critical standards:
  - HIPAA compliance
  - Verifying responsible party prior to the release of records
  - Releasing the records within legal timeframes
  - Releasing only the medical records and not internal documents
  - Charging recipients of records appropriate copy fees

### Additional Services

- Comprehensive custom reports to keep you updated
- Discovery assistance and management
- Maintenance of discovery responses and documents library
- Arbitration, mediation and other dispute resolution management
- Expense management, including thorough review of all legal bills
- Trial monitoring
- Resident and visitor injury protocol implementation
- Monitoring of aggregate policy limits for past policy periods
- Interpretation of medical records for claim analysis
- Missing records management

**PSA is a privately-held, independent multi-disciplined financial services firm, offering the best of all worlds to our clients.** Our seasoned Healthcare Risk Solutions team treats all claim dollars—settlement and expense, self-insured and carrier—as if they were our own, because we know every dollar counts to you.

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