



## YORK PROGRAMS – CARE PROVIDERS

York is a market leader in program claim handling for MGAs and Program Administrators. We enjoy solid relationships with the largest program carriers and a credible, reliable industry reputation which serves to enhance our client's reputation. Our proficiency in specific business classes makes us the right choice for you.

### Care Providers Program Expertise:

- Experienced dedicated team
  - Specialized adjusters familiar with the sensitive nature of this industry and the clients they service
  - Firm understanding of Charitable Immunity laws specific to multiple jurisdictions
  - Aggressive thorough investigation is the York standard leading to a savings on indemnity payouts by identifying and tendering to the culpable party
- Customer Service
  - Prompt, meaningful contact made with insureds and claimants early on and continued through conclusion
  - Sincere understanding of clients needs and wants

### Why York:

- We pride ourselves on our established infrastructure built exclusively around industry-specific programs
- We offer:
  - Caseloads significantly lower than industry standards
  - Dedicated Control Branch handling
  - Trained in fraud/SIU identification
  - File oversight and supervision at two, fourteen and 30 days, then every 30 days thereafter with concentration on reserving and action plans
    - \* Proactive supervision and management allows for expense control
    - \* Well supervised diary management
  - Litigation management is a collaborative effort between York and the selected defense attorney outlining defense objectives and strategies
    - \* Established relationships with defense firms and other industry vendors allows for excellent communication, planning and expense control
  - Specialized Loss Adjusting (SLA) - adjusters with over 25 years experience
  - Complex Claims Unit (adjusters average over 25 year experience):
    - \* Claims valued at over \$100K
    - \* Claims with coverage issues
    - \* Category losses
  - Claims Connect™ with Rules Engine and Custom Fields; 24/7 real time access
    - \* Flexible reporting formats
    - \* System generated electronic notifications on key claims identifiers
  - Quarterly Claim Reviews
  - Dedicated Client Services Director for one point of contact
  - Quality Assurance and Training Division