



# Excess WC Early Intervention Strategies

In claims management, time is money. The sooner our excess WC claims professionals are notified of a catastrophic or high-dollar claim, the faster they can begin working on the file. Our early intervention strategies allow us to aggressively manage large exposure claims, using the vast resources of the AIG Companies to facilitate a cost-effective resolution. Early involvement in the claim gives our policyholders access to a broad array of services, including bill audits, medical case management, structured settlements and bill negotiation - together, these programs and tools have delivered proven results for our customers.

## ■ **Did You Know?**

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*We apply early intervention strategies on catastrophic workers' compensation claims.*

Our excess workers' compensation claims professionals work with third party administrators (TPAs) to review claims online that are above a certain dollar threshold. This collaborative process minimizes delays in reporting and prevents a buildup of files that require early notification.

We work with TPAs from the earliest stages of account setup to establish a strong rapport and familiarization with our reporting and claims handling guidelines.

Early involvement by our excess claims staff brings the combined expertise and resources of AIG's claims and medical management staff to bear on catastrophic claims -- all with a focus on expediting claim resolution and controlling claims cost while providing effective medical care to our insureds' injured employees.

## ■ **Did You Know?**

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*A broad range of medical management programs help us control claim costs and provide effective treatment.*

A critical tool in our approach to claims handling is the comprehensive suite of medical management programs that help us ensure medical costs are effectively managed and appropriate treatment is rendered. Our medical management services include:

**Nurse Case Reviews** - Our trained nurse reviewers examine files to analyze causality (i.e., separating unrelated medical issues from those caused by the incident) and medication (were the medication and medical supplies provided related to the injury?). In addition, these professionals make recommendations for follow-up treatment assist TPAs in accessing AIG's medical management resources, and serve as knowledgeable resources on medical issues.

**Catastrophic Case Management** - Our program is designed specifically to address the needs of a catastrophic injury, and includes on-call professionals available 24 hours a day to provide immediate attention to a case.

**Transportation** - Services include non-emergency medical transportation, ambulatory, wheelchair & stretcher services 24 hours a day, para-transit drivers, patient & facility information verification, confirmation letters to case managers and adjusters, and daily case updates or quality control calls.

**Home Health/Nursing Services** - Our program provides experts in several areas of discipline, including registered nurses, home health aides, physical therapy, occupational therapy, pain management, anti-bacterial/anti-viral/anti-fungal, infusion therapy, nutrition therapy, and catastrophic care.

**Diagnostic Networks** - A consortium model of three of the nation's largest diagnostic imaging/radiology testing organizations offers a full range of diagnostic services. Services are coordinated with the claim specialist, case manager, physician and injured employee.

**Non-Network Bill Negotiation Program** - A system designed to reduce non-PPO network medical bills below state fee schedule or usual and customary charges. On large medical bills, trained negotiators work to obtain additional savings below the audited bill amount in exchange for prompt payment.

**Durable Medical Equipment** - 20,000 brand name durable medical equipment products and ancillary services are available in all markets nationally through this program. Prices are usually below state fee schedules.

## ■ ***Did You Know?***

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*Our early intervention strategies are proven tools in helping to control claim payouts.*

In 2004, our excess WC staff generated over \$1.2 million in savings for our customers. Here are a few examples of how our claims professionals' early involvement generated bottom-line results for insureds:

- ❑ After a nurse review of a claimant's file, we were able to reduce future medical costs by 50 percent, as we found that certain treatments and prescriptions were not related to the claim.
- ❑ A claimant required frequent transportation to and from the doctor's office. We saved 30 to 50 percent of this expense through a transportation program with an approved provider. In addition, we were able to provide the same level of care through a preferred provider, saving our customer an additional \$175 per visit.
- ❑ Timely notification of a severe burn claim allowed us to review the hospital bill before it was paid. Through our negotiated bill program, we were able to achieve a \$250,000 savings for our customer, without sacrificing quality of care to the patient.
- ❑ Following a catastrophic claim, a policyholder asked us to review a bill following their in-house audit process. Leveraging AIG's existing business relationships, we were able to further reduce the bill by almost 50 percent.

## ■ ***Did You Know?***

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*Our Excess WC staff is among the largest and most experienced in the industry*

The AIG Companies have a claims team dedicated to handling excess WC claims. Our extensive experience allows for the most productive use of managed care, cost containment and structured settlements programs. With offices in Pennsylvania, California and New Jersey, our adjusters have unique jurisdictional specialization and superior knowledge of the law, medical providers and Third Party Adjuster performance.

Our staff averages 21 years' claims experience, 18 years in workers' compensation. We see more claim activity in a month than some insurers see ... ever.

**For more information on how AIG Companies' Excess WC Claims Department can help achieve better management of catastrophic claims, contact Dennis Costello at 973-402-2930 or [dennis.costello@aig.com](mailto:dennis.costello@aig.com).**

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