

# PENDULUM

## Claims Processing

Claims Management is a critical component of any organization, whether you are an insurance carrier, healthcare provider, TPA, or self-insured. Claims Representatives must be able to effectively manage their caseloads, Financial Managers need to quantify losses, and Risk Managers need to identify risk exposures. All of this is possible through the claims processing services Pendulum has customized for professional and general liability claims.

### System Features

- Secure, web-based system
- Comprehensive professional and general liability modules, including: Litigation Management, Medical Management, Medicare Beneficiary Management, SIR Insured Allocation Management, Subrogation Management, Patient Examination Tracking, Auditing and Apportionment Management
- Automatic email alerts such as new claim notifications, reserves or payments exceeding policy limits, monitors on claim activity, escalation of adverse event to claim, etc.
- Administrative tools, such as Diaries and Notepads, to assist claim handlers with organization throughout the life of a claim
- Security restriction options for limiting user or group access to specific claim information
- Automated distribution of client-designed reports, including, but not limited to: loss runs, check registers, defense counsel expenses, litigation calendars, settlements, and adverse event logs
- Financial management of reserves and payment history and check writing services on behalf of clients
- Maintenance of custom forms/letters/documents used throughout the life of a claim
- Claim Manager time tracking and auditing capabilities

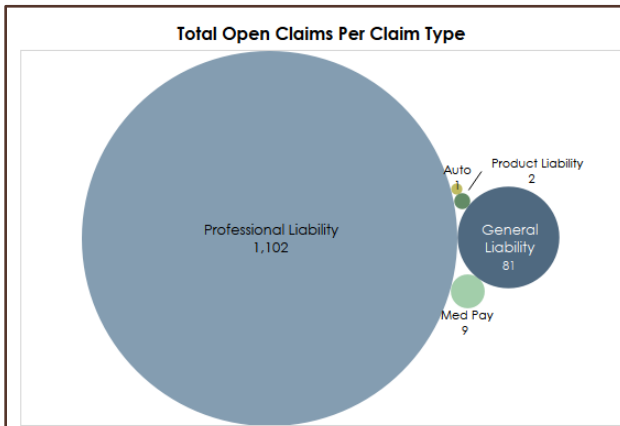
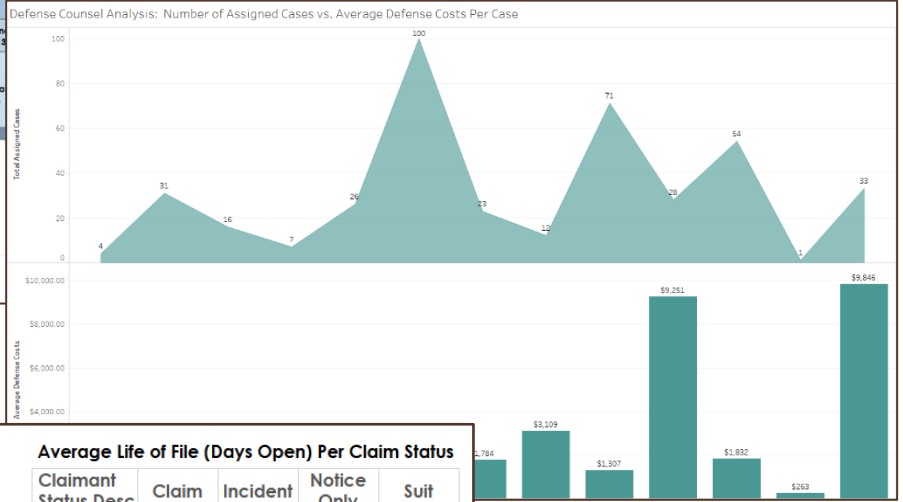
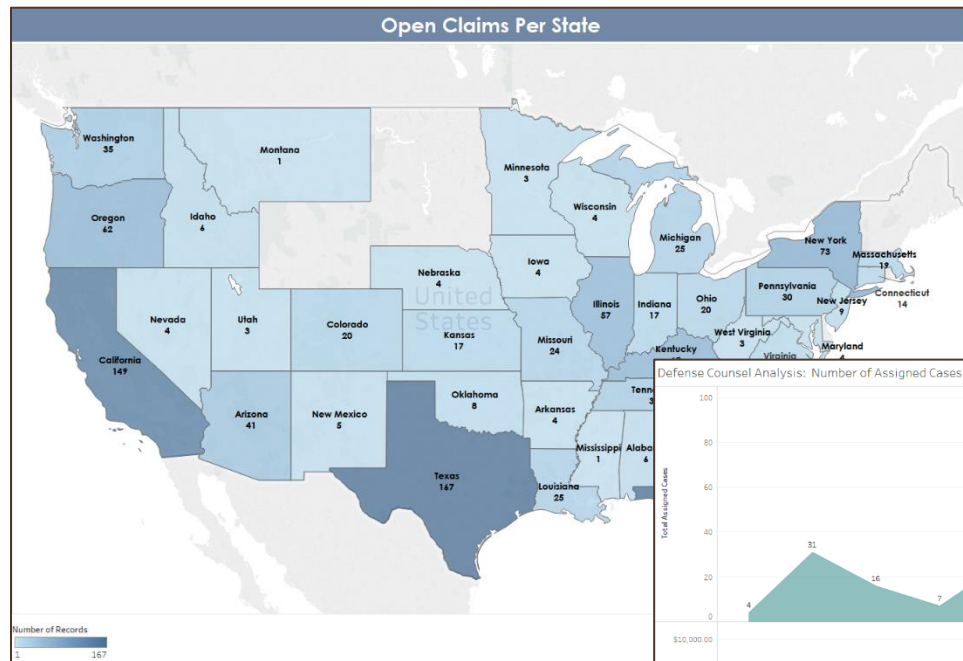
### Pendulum Services

- Configuration of client organizational structure
- Security roles and user setup
- System configuration (change labels, add to drop-downs, hide fields, etc.)
- Customization and development of reports (see samples on next page)
- System maintenance
- Escalation of adverse events and processing of new claims
- Online training sessions
- User support
- Bill review
- Payment and check-writing process
- Bank reconciliations
- 1099 reporting
- MMSEA reporting

**For a free demonstration and price quote, email or call us!**

**(888) 815-8250 • [info@WeArePendulum.com](mailto:info@WeArePendulum.com)**

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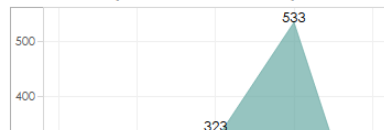
### Average Life of File (Days Open) Per Claim Status

Claimant Status Desc	Claim	Incident	Notice Only	Suit
Closed	359.0	329.3	282.8	406.1
Open	207.2	171.9	339.5	266.0
Re-Open	307.8	303.6		404.0

### Open Claim Type Per Policy Year

	2013	2014	2015	2016	2017
General Liability	5	14	18	38	6
Med Pay	1	3	2	2	3
Professional Liability	33	186	301	491	91
Auto	1	1	1	1	1
Product Liability	2	2	2	2	2

### Total Open Claims Per Policy Year



### Total Open Claims and Total Incurred Per Jurisdiction

