

Pendulum Claims Processing

Pendulum offers claims processing services using a web-based claims management software program that has been customized for general and professional liability claims. Insurance carriers, healthcare providers, third party administrators, and self-insured groups have found Pendulum to be their solution for effectively managing healthcare claims and litigation without incurring significant financial costs for software purchases, personnel resources, and system maintenance. Pendulum allows the claims adjuster, risk manager, or litigation manager to be more efficient in “adjusting or managing” his/her claim load and less focused on data management.

Pendulum uses a web-based claims software that captures all relevant data needed for monitoring claim or litigation activity such as general claim information, claimant and/or injured party information, reserve setting and payments, litigation and defense activity, diaries, notes, risk management, and extensive reporting. Documents can be attached to a claim and correspondence can be generated from information within a claim. Through the use of Business Rules, automatic notifications can be sent through many different forms (email, notepad or diary entry, correspondence, etc.), when a user-defined action occurs. System users are able to produce different comprehensive reports, including a Loss Run. Claim information can be tracked and trended through reports that can be customized to any user’s needs. The system is highly configurable and easy to use and is accessible from any location where Internet service is available. Pendulum employs a full-time Claims Specialist and System Administrator located in Albuquerque, New Mexico, who oversees system user training and ongoing user support.

Claims Processing Services Include:

For New Clients:

- Prior claims data transfer (additional costs based on volume/type of transfer)
- Client organization/group structure configuration
- Policy configuration
- Security/user access
- User training
- Customized reports

For All Clients:

- New claim/litigation set-up
- Revisions/updates to established claims/litigation
- System user support
- Updates in system configuration
- Customization and development of reports
- Software system maintenance

Claims Processing System Pricelist

Costs associated with the Claims Processing System through the Pendulum Program include a set-up fee/ implementation fee and a claim filing fee. The Comprehensive Setup/Implementation Costs range are based on the specific needs of the client.

Initial Claim Filing

\$240

Open to Closed Status

No Charge

Closed Claim to Open Status

\$120*

Claim to Litigation

\$120*

Initial Litigation Filing

\$360

Set-up and Licensing Fee

Dependent on organization size

* Transactional fees added to the Initial Claim Filing fee are capped at \$360 for the life of the claim. Transactional fees cover the cost of ongoing claims processing services including: customer support, system and software support and maintenance, ASP hosting, system upgrades, and new user training.