

PENDULUM

Claims Management

Pendulum Claims Management offers Professional and General Liability Claims Management to the aging services industry. As a boutique claims management firm, Pendulum customizes our services specifically to meet our clients' needs.

Pendulum's unique team of experienced claim managers, insurance specialists, attorneys, and technical support personnel operates as a full service Third Party Administrator. These services include:

- Claims Management
- Loss Fund Management
- Investigations
- Loss and Expense Reporting
- Litigation Support

Pendulum Claims Management services are customized to meet our clients' needs. Our standards—including reporting procedures and security protocols—are determined by the client, in conjunction with Pendulum's claims support team. These standards include:

- Claim Notification Procedures
- Financial Authority Levels
- Reporting Requirements
- Payment Procedures
- Client Specific Requests

Pendulum Claims Management services include professional and technical support for our secure, web-based claims management information system (CMIS). This support includes:

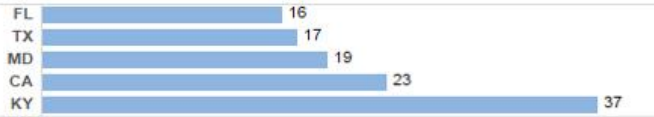
- Financial Management
- Litigation Management
- General and Client-Specific Auditing
- Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA) Reporting
- Customized Reporting (see samples on back)

For more information, call or email us!

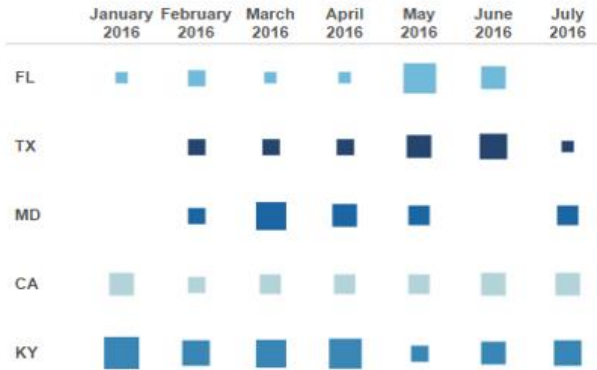
(888) 815-8250 • info@WeArePendulum.com

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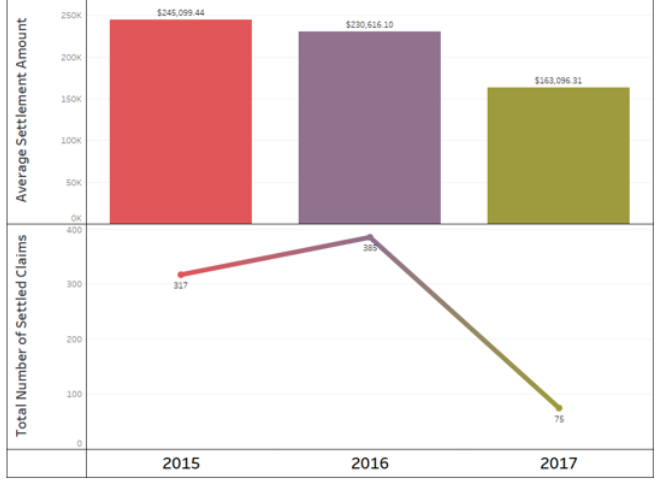
Facilities with 11-40 Reported Claims YTD 2016



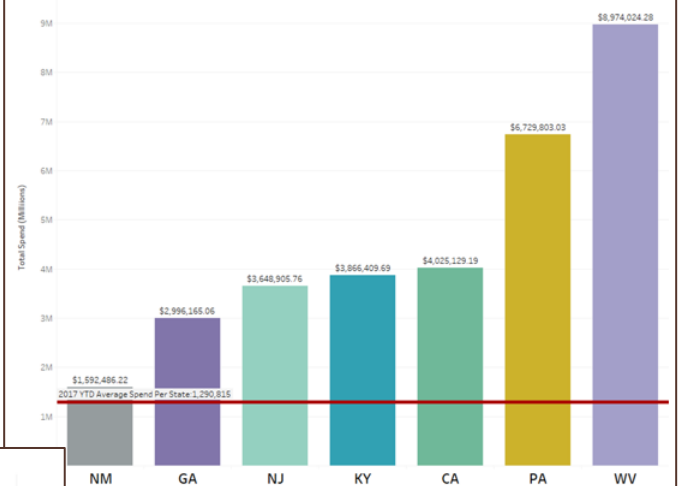
Total Claims Reported per Month



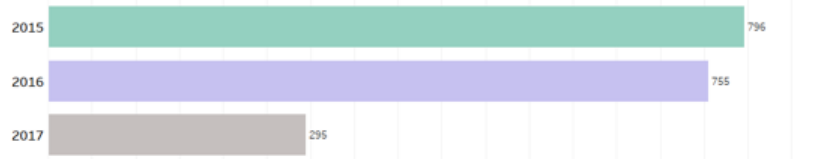
Companywide 2015-2017 Average Settlement Cost Per Year



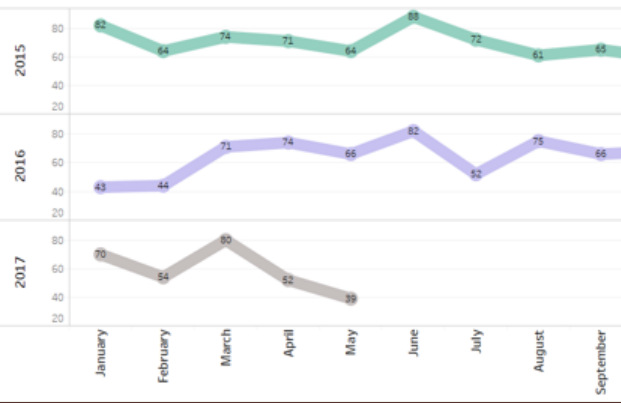
2017 YTD Overview: States with Highest Incurred Costs



Companywide 2015-2017 Opened Claims Per Year



Companywide 2015-2017 Opened Claims Per Month



2013-2016 Loss Run Data: Total Number of Claims and Total Incurred Per Facility

