

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

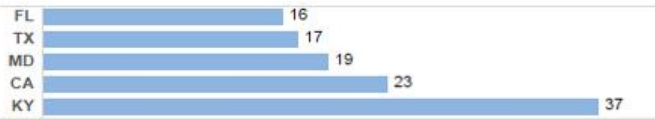
- Configuration of client organizational structure
- Security roles and user setup
- System configuration (change labels, add to drop-downs, hide fields, etc.)
- Customization and development of reports (see samples on next page)
- System maintenance
- Escalation of adverse events and processing of new 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!

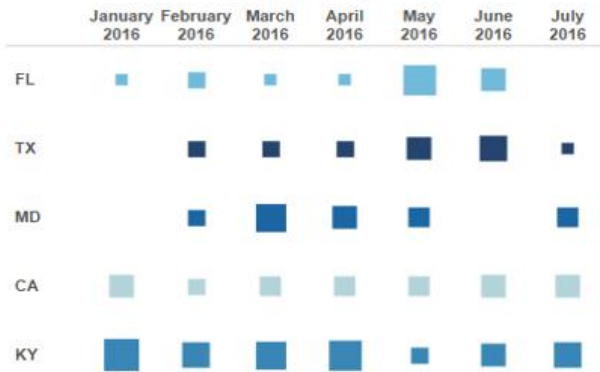
(888) 815-8250 • info@WeArePendulum.com

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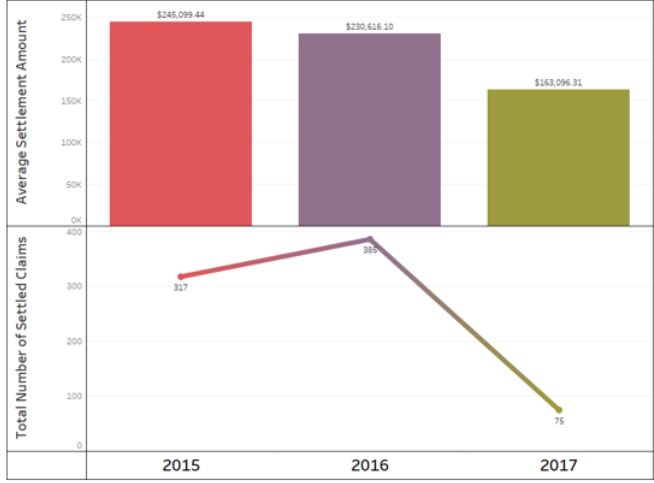
Facilities with 11-40 Reported Claims YTD 2016



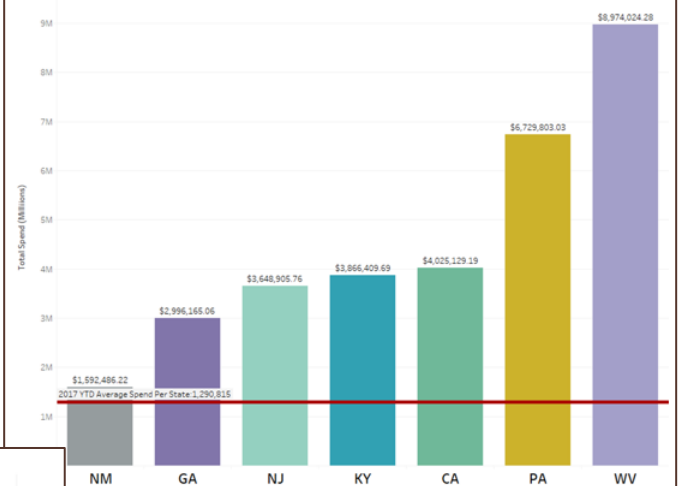
Total Claims Reported per Month



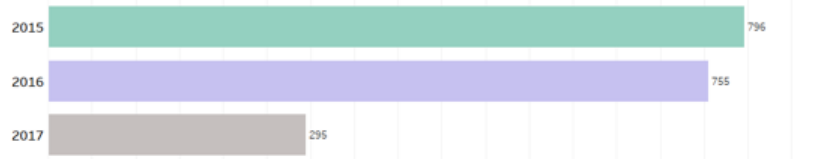
Companywide 2015-2017 Average Settlement Cost Per Year



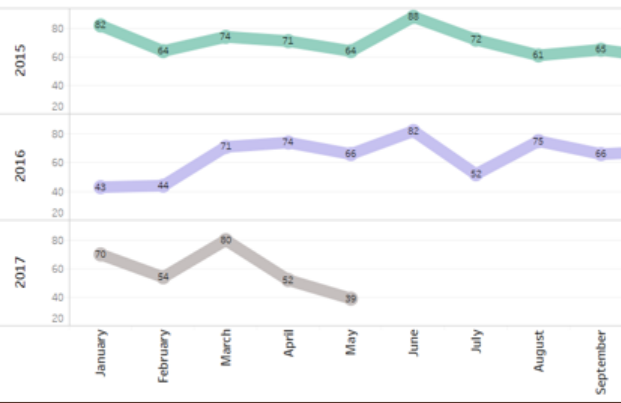
2017 YTD Overview: States with Highest Incurred Costs



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

