



YORK PROGRAMS – CARE PROVIDERS

York is a market leader in program claim handling for MGAs and Program Administrators. We enjoy solid relationships with the largest program carriers and a credible, reliable industry reputation which serves to enhance our client's reputation. Our proficiency in specific business classes makes us the right choice for you.

Care Providers Program Expertise:

- Experienced dedicated team
 - Specialized adjusters familiar with the sensitive nature of this industry and the clients they service
 - Firm understanding of Charitable Immunity laws specific to multiple jurisdictions
 - Aggressive thorough investigation is the York standard leading to a savings on indemnity payouts by identifying and tendering to the culpable party
- Customer Service
 - Prompt, meaningful contact made with insureds and claimants early on and continued through conclusion
 - Sincere understanding of clients needs and wants

Why York:

- We pride ourselves on our established infrastructure built exclusively around industry-specific programs
- We offer:
 - Caseloads significantly lower than industry standards
 - Dedicated Control Branch handling
 - Trained in fraud/SIU identification
 - File oversight and supervision at two, fourteen and 30 days, then every 30 days thereafter with concentration on reserving and action plans
 - * Proactive supervision and management allows for expense control
 - * Well supervised diary management
 - Litigation management is a collaborative effort between York and the selected defense attorney outlining defense objectives and strategies
 - * Established relationships with defense firms and other industry vendors allows for excellent communication, planning and expense control
 - Specialized Loss Adjusting (SLA) - adjusters with over 25 years experience
 - Complex Claims Unit (adjusters average over 25 year experience):
 - * Claims valued at over \$100K
 - * Claims with coverage issues
 - * Category losses
 - Claims Connect™ with Rules Engine and Custom Fields; 24/7 real time access
 - * Flexible reporting formats
 - * System generated electronic notifications on key claims identifiers
 - Quarterly Claim Reviews
 - Dedicated Client Services Director for one point of contact
 - Quality Assurance and Training Division