

# MOVE FORWARD FEARLESSLY<sup>®</sup>

**With Tailored Risk  
& Claims Management**

**Prepare.  
Protect. Prosper.**

-  
**Decades of  
Industry Experience.**

Receive personalized insights and direction from dedicated professionals who understand the ins and outs of your environment.

Our team of experts has uniquely specialized knowledge from years of working inside and alongside the healthcare, transportation and public entities landscapes.

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**Just What You Need,  
How You Need It.**

Supporting your specific needs is our priority. We collaborate with self-insureds, unbundled insurance programs, captives, risk retention groups and fully funded programs to move your organization past risk.



# Master Risk.

Whether you are a broker or the one responsible for business decisions, our team is dedicated to helping you navigate through areas of risk so you can achieve your goals without fearing the unknown.

Approaching risk with comprehensive, customized solutions for businesses and organizations in:



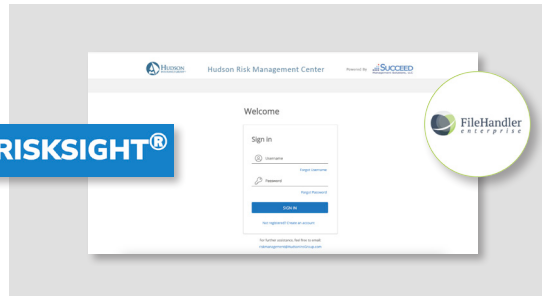
**Healthcare**



**Transportation**



**Public Entities**



## Risk Management

Our risk management services provide:

- Customized loss control reports by department, specific occurrence and specialty
- Audit of risk management functions and operations
- Creation of tailored risk management programs and assistance with implementation
- Access to educational materials
- Experience modification rate and provider communications
- Review of policies and procedures for risk exposures

### In It With You

Get the support you need with our hands-on, engaged approach, effective reporting tools, educational materials and on-site assessments.

### Tailored Plans & Systems

We tailor our risk and claims services for every single client. Your custom plan comes with everything you need and nothing you don't.



## Claims Management

Your designated Claims Specialist will handle your claim from first notice through resolution, including:

- Reviewing and approving of attorney invoices before forwarding to insured for payment
- Approving experts recommended by counsel as consultants
- Monitoring counsel's defense of the case and reporting
- Providing case evaluations with indemnity reserve recommendations
- Attending mediation
- Handling all financial administration
- Providing CMS/ISO/child support lien reporting

Access to real-time electronic file documentation in a variety of ways with options to create dashboard and dashboard alerts, along with the ability to graph results, including:

- Insurance policy
- Loss history/claim data
- Reserves, reserve history and up-to-date payment information
- SIR erosion status
- Pleadings, discovery and lawsuit status
- Attorney correspondence/case evaluations
- Expert witness credentials/opinions
- Claims specialist notes and diary
- Expense invoices/checks
- Claims analysis



# Risk Happens.

Move past risk with tailored risk and claims management solutions and support from dedicated experts.

**MOVE  
FORWARD  
FEARLESSLY®**

## SERVING

HEALTHCARE | TRANSPORTATION | PUBLIC ENTITIES

## CONTACT SUZANNE TO LEARN MORE ABOUT NAPA RIVER



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Napa River Insurance Services, Inc. is a wholly owned subsidiary of Hudson Insurance Company, which is rated A+ (Superior) by AM Best, Financial Size Category XV.

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**See how you can  
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with tailored tools,  
services and more.**

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