

WHAT'S YOUR PLAN FOR CLAIMS?

**Successfully Manage Claims and Risk:
A How-To Guide**



**A Third-Party Administrator
of Claims and Risk Management**

CLAIMS MANAGEMENT

Key Success Factors for Successful Claims Navigation.

1. Find a team who prioritizes collaboration.

The majority of successfully defended medical malpractice cases are a result of good synergy between clients, their dedicated claims representative and the selection of an exceptional defense counsel.

2. Take action at first notice.

Contact your third-party administrator at first notice of a potential claim or adverse event. Timely investigation gives third-party administrators like us a better understanding of the facts as we seek to prepare a defensible case.

3. Prepare with high-level, personalized services.

Personalized service ensures you're always backed by an expert who knows your business like you do. Move past claims with a dedicated claims specialist who performs all aspects of claims handling and litigation management.

Your personal claims specialist should develop an intimate understanding of your venue and location(s), as well as the specific concerns and challenges of your organization or practice.

4. Know your worth. You're an asset.

A superior team is one who encourages client involvement and reciprocates open and extended communication, whether it is communicating with the patient or family after an unexpected outcome, conferring on a negotiation strategy or offering jury and witness observations at trial.

5. Build a strong defense.

Successful claims experiences are a result of trust and good rapport. That's why we take time and care with our clients and utilize defense counsel with whom our clients are comfortable, including those who have represented them in the past.

We also offer recommendations for counsel that can deliver a superior defense and seek out experienced, local trial attorneys who agree with our core philosophies.

RISK MANAGEMENT

How to Improve the Safety and Insurability of Your Organization.

1. Centrality and visibility: Have what you and other administrative staff need in one place.

Having access to customizable, cost-effective risk reduction and safety center tools in one platform makes it easy to manage risk exposure, develop effective safety programs, and empower your employees' risk prevention efforts to reduce claims and losses across all departments and locations.

2. Uncover risk with on-site observations and assessments.

Risk is everywhere. Take advantage of on-site assessment services that proactively uncover, minimize and prevent risk.

Only work with highly trained individuals who are skilled in examining and determining risk in your environment. For a complete and thorough analysis, individual department-specific and service-specific assessments are most effective. Assessments are highly recommended for high-risk and high-volume clinical environments.

3. Keep your staff educated and aware.

Take advantage of on-site and virtual trainings, educational activities and programs that target specific pain points in your organization, like staff retention and safety.

Courses designed to address and promote optimal patient engagement, as well as sound clinical outcomes, keep you and your staff in-the-know and best-protected against all current and future risk.

We offer custom programs designed to supplement your existing services. Access to our intuitive web-based portal serves as a resource and repository for archived webinars and topic-driven articles, as well as folders with supporting documents and reference materials targeting up-to-date clinical, legal or regulatory advisories affecting the healthcare landscape.

4. Seek ongoing communications with experts who understand your business needs.

Mitigate day-to-day liabilities through consultations and time-relevant, noteworthy risk management advisories. The quality of assistance is determined by the level of involvement and closeness a TPA has with a client.

At Napa River, every account is assigned a dedicated Risk Manager who will be knowledgeable about your case and will be there to assist in identifying opportunities and related risk exposures to ensure continued delivery of effective solutions.

Uncertainty Can Be Planned For.

Claims Management

- Single source for claim, expense and litigation management
- Legal monitoring and bill review
- Manage claims within the SIR
- Monitor erosion of the SIR with online, real-time access to payments
- CMS/ISO/child support lien reporting
- Customizable reporting tool exportable to MS Office Suite

Risk Management

- On-site risk and safety assessments and adjunct programs
- Customized loss control reports by department, specific occurrence and specialty
- Audit of risk management functions and operations
- Support for the development of policies and procedures (P&P) and identifying P&P “disconnects”
- Risk consultants provide research support for client ventures in developing new service lines
- Access webinars, topic-driven articles and email newsletters



The Treatment for Claims.

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

**MOVE
FORWARD
FEARLESSLY®**

SERVING THESE HEALTHCARE MARKETS

- Critical Access Hospitals
- Large Academic Centers
- Surgery Centers
- Urgent Care Centers
- Diagnostic Imaging and Labs
- Physician Office Practices
- Multi-Specialty Group Practices
- Not-for-Profit and For-Profit Healthcare Systems
- Rehabilitation Facilities
- Skilled and Assisted-Living Facilities
- Long-Term Care Facilities
- Home Care and Hospice Services
- Ambulatory Services
- Outpatient Clinics

CONTACT OUR EXPERTS WHO UNDERSTAND THE CLAIMS YOU FACE



Jose L. Guzman Jr.

Vice President

212.978.2833

jguzman@napariverinsurance.com



Rebecca Weber

Vice President & Chief Claims Officer

312.706.0245

rweber@napariverinsurance.com



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.

1.866.407.7060 • communications@napariverinsurance.com

Napa River Insurance Services, Inc. is a licensed third-party administrator providing services to businesses, agencies and institutions in healthcare, transportation, agriculture and public entities, as well as funds control services.

©2025 Napa River Insurance Services, Inc. All Rights Reserved.

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

napariverinsuranceservices.com/healthcare