

MOVE FORWARD FEARLESSLY®

**With Tailored Claims
& Risk Management**

**Prepare.
Protect. Prosper.**

- **Decades of
Industry Experience.**

Good claims management means keeping cost down, being thorough and efficient and having the mastery it takes to do it right.

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

- **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 help you move your organization past claims and risk.



A Third-Party Administrator
of Claims and Risk Management

Master Claims.

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

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



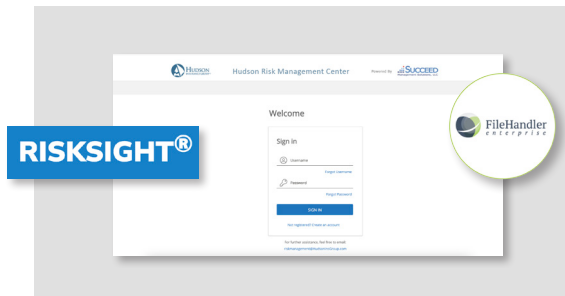
Healthcare



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
- EMR (Electronic Medical Record) 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 claims and risk services for every single client. Your custom plan comes with everything you need and nothing you don't.

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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



Claims Happen.

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

**MOVE
FORWARD
FEARLESSLY®**

SERVING

HEALTHCARE | TRANSPORTATION | PUBLIC ENTITIES

CONTACT US TO LEARN MORE ABOUT NAPA RIVER

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

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