

*There is a reason  
our company is called  
Alternative Service  
Concepts, LLC (ASC). Our  
approach produces a  
different result.*

*ASC is an integrity-  
based third party  
administrator delivering  
claims management  
expertise and customized  
solutions to our partners.*

*We specialize in the  
establishment of  
dedicated claim units  
for our clients. The units  
feature a transparent  
pricing structure with no  
hidden fees.*

Another key feature of the system is that it allows us to convert your historical loss information to our system. This will allow you to make benchmark comparisons as well as identify developing trends on a proactive basis. The system also offers the ability to create custom reports so you can readily communicate vital information with senior management and other operational groups within your organization.

### **Just Say Go**

At ASC, we welcome the opportunity to work with you. With claims adjusters dedicated solely to managing your claims program, you can focus on broader business decisions. For more information, call us today at 866-298-2642 or visit our website at [www.alternativeserviceconcepts.com](http://www.alternativeserviceconcepts.com)



### **Alternative Service Concepts, LLC**

**866-298-2642 (Toll Free)**

**615-360-1343 (Fax)**

**[www.alternativeserviceconcepts.com](http://www.alternativeserviceconcepts.com)**

# **Alternative Service Concepts, LLC**



- *Dedicated Service*
- *No Hidden Fees*

## Our Idea of Dedication

When we establish a dedicated claims unit, we select a single claims professional or group of professionals who are assigned exclusively to the management of one specific claims program. These individuals do not have production sales goals, nor are they responsible for cross-selling any additional services.



They are solely responsible for managing the claims program, effectively and efficiently. This includes handling claims from initial notice through resolution. Claims adjusters who work with only one client, become vested in their business and their success. Clients are encouraged to provide input into the selection of individuals to staff their dedicated units.

ASC has the ability to recruit qualified claims professionals in any location throughout the nation. We have successfully staffed claims units in all areas – from small rural communities to large urban districts.

Many clients elect to have their claims unit housed on-site at their workplace. This enables claims adjusters to attend staff meetings, work with loss control and safety consultants, and interface directly with employees. We often participate in board meetings or in some other advisory capacity. Being at or near the workplace every day enhances our ability to make valuable contributions to overall client operations.



## Remember Report Card Day?

Our approach to the claims management business is characterized by a high degree of accountability. We establish performance standards with our clients and grade our claims adjusters on how well they achieve those standards. We provide the client with a copy of the report card.

To further promote quality performance, we have established an employee incentive program tied to these report cards. Claims adjusters are monetarily rewarded for achieving program goals.

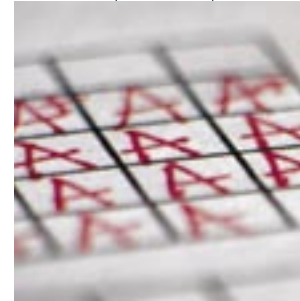
This report card system and employee incentive program are complimented by regular on-site audits conducted by ASC's senior staff members. Centralized management and supervision are key to maintaining quality and consistency throughout our organization.

The accountability and rewards system epitomizes a win/win situation for both ASC and our clients.

## We've Been Around the Block

We further ensure our success by hiring only experienced claims adjusters. Our adjusters must have a minimum of five years experience. Our claims supervisors average fifteen years, and our management team members average twenty-five years of experience.

This experience is strengthened by our commitment to continuing education within the industry. We believe it is important for our claims professionals to



remain well informed and current on new industry developments. The result is collective corporate claims knowledge to which our clients have direct access.

## Transparent is good

Our clients steadfastly embrace our transparent, no hidden fees pricing strategy. We maintain a common belief that our clients have a right to know how their money is being spent. We acknowledge that we want to earn a fair profit for services we provide. Our success is not based on redirecting funds to another part of our company. We have no financial interest in cost containment vendors (managed care company, medical bill review firm, or preferred provider network) nor in any other outside vendors.

Should we suggest that an added service is in your best interest, we can be objective about the firm we recommend. We can provide an independent assessment of your specific needs and recommend the vendor that is best able to respond to those needs.

## Knowledge is Power

We know timely and accurate claims information is necessary to support a successful claims program. As an ASC client, you will have access to our on-line risk management information system via the internet. You can access your claims information at any time from any location. This means you will have real-time access to adjuster notes and diaries and can check on the current status of any claim.