

*Alternative Service Concepts, LLC (ASC) is quickly becoming the third party administrator of choice among public entities today.*

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

*ASC provides flexible solutions for our public entity clients such as dedicated claims units, no hidden fee guarantees, and transparent pricing structures.*

*ASC is the premier public entity specialist.*

from recognized experts. This approach offers the highest level of expertise available in each field.

At ASC, you can be assured there is no conflict of interest.

With ASC's flexible pricing structure, there are no hidden fees for your claims program. We maintain that our fee structure should be transparent. It's all out front before you commit. We offer cost-plus arrangements, per-claim or flat fee pricing, a percentage of premium option, and more. You decide what works for you.

### **Just Say Go**

At ASC, we welcome the opportunity to work with public entities. We know serving the public creates some very complex and challenging demands for your program. Our claims adjusters are dedicated to managing your claims needs, allowing you to focus on broader operational decisions. For more information, visit our website at [www.alternativeserviceconcepts.com](http://www.alternativeserviceconcepts.com) or call us today at 866-298-2642.

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

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

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

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

# **Alternative Service Concepts, LLC**



*Public Entity Specialists*

## Our Idea of Dedication

ASC is quickly becoming the TPA of choice among the public entity sector today. The public sector has been a significant focus for ASC since our inception, and we are proud of the specialized knowledge we can offer this group. Approximately sixty-five percent of our

business is related to public entities. Cities, counties, school districts, housing authorities, and utilities are among our established client base.

As a full-service, third party claims administrator, we

design individualized programs for our public sector clients. Many public sector clients elect the establishment of a dedicated claims unit to meet their specific needs. To staff the unit, ASC selects a claims professional or group of professionals who are dedicated exclusively to managing that particular entity's claims program. These individuals have no production sales goals nor are they responsible for cross-selling any other service. They are solely responsible for managing the individual claims program effectively and efficiently.

Clients may elect to have their claims unit housed on site. This enables adjusters to attend staff meetings, work with loss control consultants, and interface with employees. They are also available to participate in board meetings or serve in other advisory capacities.

In some cases, claims volume may not support the establishment of a dedicated claims unit, or the client may simply prefer a more

traditional approach. In this event, claims services are provided through the local claims office. Regardless of the structure of service delivery, our centralized management philosophy and commitment to excellence remain constant.

## Remember Report Card Day?

We understand the very visible pressure on public entities to perform in today's world and the standards of accountability to which public officials are held. Likewise, we approach the claims business with a strong focus on accountability and results.

We establish performance standards with our public sector 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 or exceeding program goals.

Report card scores are supported by regular on-site audits conducted by ASC's senior staff members. Centralized management and supervision ensures quality and consistency throughout our organization.

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

## We've Been Around the Block

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

Many of our claims professionals have served public sector clients throughout their entire careers. They know how decisions are made and how an effective claims program can enhance the public entity's operations.

We have specialized expertise in operating within jurisdictional mandates. Our adjusters attend regular seminars and workshops to remain current on the latest legislation and its impact on the claims process.

Our public entity expertise is further supported by our commitment to continuing education for our claims professionals. We believe it is important to remain well informed and current on new industry developments. This information is then shared with our clients.

## Transparent is good

Medical management services can significantly impact total claim costs. Many third party administrators use in-house nurses to bill additional fees for services that should be handled by adjusters.

At ASC, we outsource medical case management and provider bill review services to obtain best of class

