

Alternative Service Concepts, LLC

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Overview

- Full-service third party claims administrator
- Nationwide scope and capabilities
- Alternative approach to claims management
- Strong management team with defined objectives
- Comprehensive carrier approval
- Financial strength and extensive resources
- Proven track record of success

Service Delivery

- On-site dedicated units
- Traditional service from local offices
- Centralized management and supervision

Accountability

- Quality and Professional Standards Department
- Defined performance standards
- Financial incentives for strong adjuster performance
- Adjuster report cards shared with client
- Management team audits

Professional Experience

- Adjusters minimum of 5 years
- Supervisors average 15 years
- Management averages 25 years
- Continuing education requirements

Pricing

- Transparent pricing structure
- No hidden fees
- Alternative pricing models
- Flexible handling terms



Claims Services

- Flexible reporting options
- Twenty-four hour contact
- Thorough investigative practices
- Fraud detection measures
- Subrogation evaluation on each claim
- Reserving at probable exposure
- Automated diary

Cost Containment

- Extensive knowledge of cost containment services
- Independent cost containment needs assessment
- Assistance in vendor selection
- Aggressive cost containment program monitoring



Information Systems

- Internet accessible
- Real-time, on-line inquiry
- Customized report formats
- Historical data conversion capability
- Production of self-insurance reports and OSHA 300
- Sophisticated security procedures
- Dedicated support staff

Key Benefits

- Flexible, customized program design
- Proven track record
- Effective delivery system
- Accountability for results
- Experienced staff
- Transparent pricing
- Cost containment expertise
- Improved decision making

