

# Your Broadspire®

Risk Management Services That Are All About You



**BROADSPIRE®**

a Crawford Company

The most important part  
of your third party administration program is *you.*

Working together, we create a comprehensive,  
integrated approach distinct to your business.

# Our goal

is to become your Broadspire®

## Your Broadspire delivers:

A program design created exclusively to achieve your unique goals.

Service that brings new ways to increase your productivity.

A broad product offering to reduce your costs.

## Your Business. Our Philosophy.

Our business is your business. It's claim, medical and absence management services that are all about you.

YOU, as a company, need the ability to support your employees, your customers and your brand when accidents occur. You have to protect your interests from unreasonable costs.

YOU, as a risk management professional, need the means to not only manage claims, but also discover opportunities to effectively mitigate your cost of risk.

YOU, as an advocate for your employees, want a system that can provide the care your injured workers deserve and help you return them to productivity.

By combining experienced doctors, nurses and claim professionals into an integrated service model, we are able to help deliver YOU shortened claim durations, expedited return to work and reduced cost of risk.

Our goal is to understand, embrace and further your risk management philosophy and appetite.



Your Employees

Your Team

Your Claims  
Process

Your Data

All Your Needs

## Workers Compensation should never forget about your workers.

The most valuable asset of any business is its employees. Their efforts impact every level of the business. If they're more productive, you're more productive. When one worker is out, colleagues have to compensate. This can lead to dissatisfaction and increased turnover. Our approach to risk management is holistic. We want to not only affect the costs that directly impact your balance sheet, but also the silent costs felt throughout your organization.

Your Broadspire goes beyond simply managing claims. We treat your employees with legitimate injuries or occupational illnesses with care and compassion. When your employees are given assistance navigating through the statutory claims process, they return to work faster. Our claim and clinical professionals work with select providers and care facilities to improve your outcomes. Your program is studied to identify innovative possibilities to streamline processes and give your company and employees the attention they deserve.



your employees



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## Your needs. Your wants. Your goals. Your claim management.

We learn when we listen, not when we speak. To design your risk management program, we have to understand your business and your goals. We entrench ourselves in your business—what you do, how you do it, the job hazards, the legal issues, and your vision of success. Only then can we customize a program for you.

Match our expertise to your corporate culture. Your designated claim service team will be hand-selected based on chemistry and experience. These expert claim and medical professionals manage claims from the initial call to file closure. Our footprint is adaptable to your needs.

Your account manager is charged with thinking strategically about your business. They help you stay abreast of industry trends and constantly seek new ways to improve your program. As a revered force in the industry, Broadspire introduces inventive products, ideas and best practices that deliver better service and contain costs.

Your account manager is supported by a broad array of technical resources, such as SCHIP regulation specialists, Broadspire Works return to work counselors and the clinicians in our medical management department. Broadspire provides your risk management department the ability to expand exponentially.



# your team



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## Quality doesn't just affect the bottom line, it is the bottom line.

Shoulder-to-shoulder, you and your Broadspire team will create a workflow that has the power to assist in reducing claim durations. By uniting your special account instructions with our best practices, we're able to achieve measurable success for your company, your department and your workforce.

Starting with a proprietary intake system, our experienced professionals leverage the latest technology to create a path fashioned specifically for your claims and your custom escalation protocols. Whether it's a workers compensation, auto liability or general liability claim, our systems allow the claim professional to consider all implications and act quickly.

A Strategic Plan of Action is developed for each claim. Whether or not the claim should be paid in whole or in part will be determined based upon the findings of the investigation. The right result of any claim requires the execution of a thoughtful game plan. We assist those who present legitimate claims and protect you from those trying to take advantage of you.

Working together, our physicians, nurses and claim professionals make an objective and quantifiable difference. Our medical management capabilities are simply unparalleled. Our clinical expertise in medical bill review, physician review services, critical incident, behavioral health, pharmacy protocols along with the review of specials packages are among our core competencies.

This integrated approach allows you to manage all aspects of your workers compensation and liability programs efficiently. We investigate, evaluate, control and resolve your claims. Of course, flexible banking and billing options are offered. After all, we are your comprehensive third party administrator.



your  
claims process



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## Good data leads to good information. Good information leads to better decisions.

The Broadspire suite of Risk Management Information Systems and Data Analytics provides you with a versatile, insightful view into your claim data. It allows you to thoroughly analyze the exact information to the degree you need. It enables decisions that directly and positively impact your bottom line. You choose your level of review, whether you need a quick, user-friendly report or in-depth, specialized ad-hoc analysis. Or, anything in between.

Effective use of knowledge is power. You'll have a compatible, integrated source for real-time information on every claim. Your data is confidential and secure with controls based upon your internal hierarchical structure.

The analytical experts in our strategic outcomes unit compare your information to your own experience and externally against national benchmarks. It's a way to identify your strengths and cost drivers. But that is not enough - we'll help you to improve your outcomes by providing you with meaningful ideas and recommendations.



your data



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## There for you in so many ways.

**Our risk services expertise goes beyond your workers compensation program.**

**Liability Claim Management** From property damage to product liability, Broadspire has the resources and reach to manage any claim. A skilled team of professionals manages all aspects of your claims: intake, desk and field assignments, repairs, through data analysis. We take immediate action with the right resources 24-hours a day, 7 days a week. This breadth of capabilities, paired with a proven track record, and the ability to cover your footprint on an international, national, or local level makes Broadspire the key solution for you.

**Integrated Disability Management With Broadspire** Your Total Absence Management program will impact your bottom line by integrating family medical leave, short-term and long-term disability with your workers compensation program. Our array of services range from assisting veterans with reintegration to helping employees facing the challenges of aging parents. The strength of our medical management professionals is the expertise to exceed your non-occupational needs. We bring it together for you.



all your needs



# Our values

In pursuit of our mission to deliver the highest quality of claims and administrative solutions to you

## We believe in:

Acting responsibly with honesty and integrity;

Providing value-added services to our clients;

Open, positive communications;

Commitment to continuous improvement and innovation, and;

Educating others by the example we set.



## Our Commitment to You

We evaluate everything we do by questioning whether it will improve the quality, the consistency and the outcomes of your risk program. By holding ourselves up to this standard, we constantly keep ourselves centered on your goals.



# Integrity and innovation every day.

Your trust inspires our passion. Our challenge is to always better our performance. We define success by our ability to improve your business. That dedication is at the core of our operations around the globe. We are the third party administrator that's all about you.

Contact Broadspire today by calling 1-866-625-1662 or emailing us at [Broadspire\\_info@choosebroadspire.com](mailto:Broadspire_info@choosebroadspire.com) to learn more.

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Broadspire is part of The Crawford System of Claims Solutions<sup>SM</sup>.  
The most comprehensive global solution for claims administration.  
The System was developed by Crawford & Company.

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