

CLAIMS MANAGEMENT

Our comprehensive process doesn't start...or stop...with a claim.



Excellent claims management is more than a task or transaction—to add value to your business, we employ processes that start before a claim is made and continue afterward to identify innovative processes and best practices that prevent future claims and loss. With this proactive, consultative approach, we function as your strong advocate during traditional claims management while providing valued-added services that build more efficiency and less risk into your ongoing business practices.

We start with a unique system that accurately identifies the ongoing claims strategy that's most appropriate for you--the right checkpoints and services, at the right time, in the right amount for your risk profile and claims history.

When dealing with active claims, our team emphasizes proactive communications with all involved parties to facilitate prompt, fair and cost-efficient resolutions. Cretcher Heartland's extensive network can also help you tap expertise from top professionals in specialized disciplines for effective pre-claim and post-claim management, while helping you move claims to a quick and successful conclusion.

CLAIMS MANAGEMENT SPECIALTIES

- Pre-Loss Claim Strategies
- Claims Coordination and Management
- Loss Reporting
- Direct and Coordinate Post-Emergency Treatment
- Return to Work Programs
- Communication Strategies
- Post-Injury and Claims Analysis

From day one, we work with a strong commitment to building long term, productive relationships with our clients. We know you have options and choices, so we work harder, smarter and more creatively to earn your trust and become your valued partner.

**To stand behind you,
we stand behind
these principles...**

PROACTIVE:

We anticipate your needs and stay prepared to meet them.

RESPONSIVE:

We are totally committed to local, personal, high-touch service.

TALENTED:

Our people are the best because our standards are the highest.

COLLABORATIVE:

We partner with your management team to deliver specialized, customized protection.

VALUE MINDED:

We independently represent dozens of top-quality carriers and keep an eye on your bottom line.

ACCOUNTABLE:

We deliver on our service promises because we put them in writing.



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- Global Risk Management
- Commercial Insurance
- Employee Benefits
- Human Resources
- Surety Bonding
- Retirement Planning