

PROGRAM HIGHLIGHTS

End-to-end claims management solutions

Claims management information system

Care management solutions

- ◆ Nurse case management
- ◆ Bill review
- ◆ Utilization review
- ◆ Pharmacy benefits management
- ◆ Clinical consultation
- ◆ Return-to-work
- ◆ Peer review
- ◆ Catastrophic care management

Medicare set asides and MMSEA compliance

OSHA compliance tools and resources

Recoveries

Special investigation unit

Structured settlements

Loss prevention



Tina Bonner Zinn
DIRECTOR OF CLAIMS

Tina has been the Director of Claims at ACA since its inception in 2003. Prior to that, she has extensive workers' comp claims handling and supervisory experience working for several claims management companies. Tina has developed relationships throughout the industry and that along with her expertise, dedication, and attention to detail, allows ACA to deliver superior results.

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Associated Claims Administrators

ACA is a workers' comp claims management company with a personal trust based approach. Our #1 priority is to develop exceptional business partner relationships that allow us to meet unique customer needs. We deliver meaningful benefits that drive superior results and a top rated customer experience.

ACA works to **gain your trust** from day one.

www.aiamga.com



Experience and Expertise

ACA has been providing workers' comp claims management for over 15 years and its primary supervisors have worked together for over 25 years. ACA's ability to manage costs and provide fast, fair claims service makes them an industry leader in servicing workers' compensation claims. ACA combines claims management and communication with and between the adjuster, employer, medical provider, and employee to effectively and professionally administer each claim from the beginning through settlement of medical only and compensation claims.

CUSTOMER
RETENTION

92%



Accountability

Upon receipt of the First Report of Injury, ACA verifies coverage and the Director of Claims reviews for in-house adjuster assignment and supervisory oversight. Each claim is quickly assessed to determine its potential seriousness and the adjuster sets in motion the **THREE POINT CONTACT** (with insured, injured worker and medical provider). Information and statements obtained early on help avoid later lapses of memory and/or confusion of the facts.

**THREE
POINT
contact**

ACA consistently delivers superior results.



Cost Management

ACA uses multiple processes and tools to control costs from receipt of the First Report of Injury until a claim is concluded.

- Immediate assignment of case management personnel on serious claims
- Utilization of third-party medical bill review and auditing service to identify billing errors including unbundling, duplicate and/or erroneous medical procedure coding
- Pre-negotiated discounts with Preferred Provider Organizations
- Prescription Drug Programs
- Attorney's specializing in Workers' Compensation located throughout the territory
- On-site investigation and/or subrogation evaluation especially in circumstances of possible catastrophic claims, questionable events, prospective subrogation, or suspected fraud

MEDICAL BILL
REVIEW SAVINGS

\$2.5M

or \$520/review