

cna healthpro

CNA HEALTHPRO CLAIM MANAGEMENT SERVICES

The moment an incident occurs or a claim is filed, CNA HealthPro claim professionals are there to help you organize your response, safeguard your assets and, if necessary, coordinate your legal defense. Our well-managed claim process is designed to produce a favorable outcome for our clients, allowing you to achieve closure and move forward again.

A Skilled, Experienced Staff

We understand that a lawsuit can deplete not only the financial resources of a healthcare professional or organization, but also time and energy. The knowledge, expertise and team philosophy of our seasoned claim staff are at your disposal, helping to expedite resolution and reduce the uncertainty and stress that often accompany litigation.

Our Claim Management Services staff comprises more than 100 professionals. This talented team has an average of 18 years of experience in the field, multiple insurance industry designations, and backgrounds as attorneys, nurses and allied healthcare providers. Their ongoing training helps them remain abreast of an ever-changing environment and ensures a unified and client-centered approach to claim handling. They have the ability to manage and resolve complex claims equitably and efficiently.

We work with our clients to meet the challenge of litigation in an organized, professional and strategic manner. When a new claim is received, our claim team responds aggressively. We discuss the events in question with the insured, obtain all relevant medical records and other documents, and assess potential liability and damages. Through early deposition of plaintiffs and retention of experts, we gain a better understanding of the seriousness of the allegations and the defensibility of the case.

Formidable Legal Resources

Because legal defense is such a critical element of claim management, we have created a nationwide panel of reputable firms with extensive experience in healthcare cases and an established presence in their jurisdiction. When counsel is assigned, we ask the legal team to treat the case as though it were going to trial immediately. By requiring prompt case development, we ensure that important decisions can be made in an informed, considered and expeditious manner. Our objective is to provide our clients with a sound legal defense and to prepare them for any eventuality, whether the case is settled or goes to trial.

Our Claim Management Services staff has the ability to manage and resolve complex claims equitably and efficiently.

To further strengthen our legal capabilities, CNA HealthPro has created the Centers of Expertise for cases involving Birth Trauma and Long Term Care, two high-severity areas that require specialized legal attention. Our National Long Term Care and Birth Trauma counsel are among the most experienced and successful trial lawyers in the country.

Our commitment to effective litigation management extends to continuous scrutiny of our attorney panel list, a comprehensive trial monitoring program and daily trial reports from counsel. We strive to provide you with a well-supported legal team with the ability to

- make informed, prudent decisions
- map out sound strategies
- minimize losses
- secure an optimal outcome

Our team approach to claim and litigation management means more informed decision-making, fewer surprises and a smoother claim resolution process.

We are proud of the track record of the defense attorneys representing CNA HealthPro clients. They have a recent win ratio of 89 percent, with "win" defined as a defense verdict or an outcome within the reserve amount set by the claim professional 60 days before trial.

The goal of CNA HealthPro Claim Management Services is simple: to partner with our insureds for the best possible resolution of all claims.

A Team Approach

Throughout the progress of a claim, we hold roundtable file management conferences to evaluate exposures and potential losses. Depending upon the nature of the claim, these discussions may include claim professionals, the CNA management team, in-house litigators, defense counsel and others. In addition, claim managers are actively involved in overseeing case files and consulting with claim professionals.

For CNA HealthPro insureds, our team approach to claim and litigation management means more informed decision-making, fewer surprises and a smoother claim resolution process. We are committed to continuously improve our systems and procedures in order to provide clients like yourself with the responsive, quality service you deserve.

Because of the stakes involved in healthcare delivery, the industry will never be free of risk. When you select CNA HealthPro as your professional liability insurer, you gain the confidence that comes from having our highly skilled and dedicated claim management team at your side, working to resolve conflicts and protect your interests and reputation.

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