



Claims

Healthcare Claims Capabilities

Setting New Standards

In the rapidly evolving healthcare industry, you need an insurance carrier that understands the complex nature of business and the environment in which you practice; one with a claims professionals possessing deep technical expertise, who can partner with you to achieve the best possible outcome in a difficult situation.

CNA's Healthcare Claims professionals use experience from the medical and legal professions to provide superior technical expertise and outstanding customer service. Team members average more than 20 years of claims experience – including an average of 10 years exclusively in Healthcare professional liability – and can help resolve your claim while minimizing disruption to your operations.

Industry experience and expertise

CNA has more than 50 years of experience insuring healthcare and life sciences companies, and is an insurance industry leader in these healthcare practice areas:

- Aging Services
- Allied Healthcare Facilities (non-hospital facilities and organizations)
- Allied Healthcare Providers (non-physician healthcare professionals)
- Dental Professionals
- Physicians
- Life Sciences Companies

Global scale, local support

CNA has regional offices handling Healthcare Professional Liability and Product Liability claims throughout the U.S., Canada and Europe. Our Underwriting, Risk Control and Claims professionals understand the unique needs of your business and deliver flexible, tailored solutions you can rely on.

As one of the largest commercial underwriters of Healthcare Professional Liability in the U.S., CNA handles claims using a local presence and bolstered by the broad jurisdictional knowledge of our Claims professionals.

A specialized, proactive approach to claim management

You expect a knowledgeable and responsive professional to help resolve your claim. At CNA, we aggressively investigate claims to evaluate potential exposure and implement a creative resolution strategy tailored to your individual situation. This enables us to resolve claims without unnecessary delay, costs and litigation, while assembling the necessary resources to mount an effective claim defense.

Our Claims professionals specialize by line of business, claim type and severity, and utilize a high level of understanding and skill to resolve each claim. This segmentation also enables us to quickly respond to industry developments, whether they impact the entire healthcare sector or are limited to specific areas.

Superior in-house resources

Internal Severity Resources. Embedded within the Claims team are high-severity technical experts. These highly skilled Claims professionals optimally position the most challenging cases for resolution – through settlement or trial – by leveraging insights gained from similar cases, identifying leading experts, and presenting effective tactics that mitigate challenging theories of liability and damage models.



National Counsel Programs. CNA offers a Center of Excellence for Aging Services claims that further strengthens our litigation capabilities. We also have long-term relationships with experienced and highly skilled trial attorneys with national practices, who assist local attorneys on high-exposure and complex claims. CNA also provides policyholders with access to world-renowned experts, trial materials and cutting-edge defense strategies and tactics.

Excess Institutions Account Team. For larger organizations that purchase Excess insurance from CNA, these consultants conduct reviews of claim portfolios and offer guidance on case valuation, reserve appropriateness and resolution strategies, while leveraging vast experience and an up-to-date national perspective. An account consultant serves as a single point of contact for insureds with Excess coverage, which may include providing assistance in situations when exposure is not expected to reach the attachment point of the Excess insurance provided by CNA.

Stability and financial strength

CNA is one of the largest U.S. commercial property and casualty insurance companies. Backed by more than 125 years of experience, CNA provides a broad range of standard and specialized insurance products and services for businesses and professionals in the U.S., Canada and Europe.

Please contact your agent or broker for more information and visit cna.com to view the resources available to you as a CNA insured.