

Risk Control, Safety, and Claim Services: A Solid Foundation for Group Captives



Safety Services and Resources

Through effective risk control programs, Captive Resources, LLC (CRI) provides group captives the purpose and direction needed to achieve excellence.

Loss Prevention

Professional consultants partner with each member, engaging in loss prevention services which benefit both the member and captive. Services include an industry best practice Risk Control Assessment, action planning to prevent and control losses, hazard surveys, training and more.

Loss Prevention Services Allocation

At renewal of each policy year, on average, 1% of each member's premium is allocated towards loss prevention services. A portion of the amount is used to fund group initiatives such as Risk Control Workshops, and assistance to members on a watch list. The remainder is allocated back to members for use in working with their assigned consultant.

Risk Control Assessment (RCA)

A risk control assessment is an in-depth review of risk control policies and procedures compared to industry best practices. It is used to identify the captive member's areas of strength and improvement opportunities, and also assists in the development of mutually agreed upon service action plans with their assigned safety consultant.

Risk Control Group Purchasing Program

The Group Purchasing Program provides a reference guide to high quality vendors that offer products or services to help prevent and control losses. CRI reviews this document twice a year to ensure members have access to the most innovative providers the industry offers.

Educational Opportunities

CRI aims to educate members on risk control and safety through workshops, networking, and webinars.

Risk Control Workshops Workshops focus on safety, claims management, compliance, and leadership development. In an independent actuarial study, workshop attendance was proven to increase RCA scores and reduce losses.

Networking Members are able to network and share best practices, often resulting in collaborative work.

Webinars Members are invited to participate in monthly webinars that are led by a subject matter expert, and offer members the opportunity to expand the knowledge and skill-sets of their own safety, claims, and risk management personnel.





Claims Services and Resources

CRI maintains a Claims Services department staffed with experienced professionals who assist members with claims handling services and serve as a link between members and the third-party administrator (TPA). Our Claims department works closely with captive members to develop an effective service program to ensure claim reserves and settlement values are appropriate.

Member On-Boarding

On-boarding introduces the member to the claims reporting process and provides information on how to access claims data. Special handling requirements will be discussed and the member will learn about the claim review process and their overall role in claims handling. Members are encouraged to participate in the claims process and will receive a claims kit providing all necessary information for active claims management.

Special Handling Instructions

There are Special Handling Instructions in place for each captive that include member involvement in the selection of defense counsel, nurse case management and investigative services such as surveillance. In addition, each member may add its own company-specific instructions, if necessary. Our Claims Services Managers participate in all claim reviews and consult on any questions or concerns that may arise. While the threshold for reviewing claims during a formal review is set at \$20,000, members may also choose to include smaller claims that may be of particular concern. Reserve and settlement consultation with the member is also set at the \$20,000 level, again with flexibility for specific concerns.

Hot Claims

Any claim that merits special attention, has questionable compensability, or significant exposure is flagged. CRI will immediately contact the member and broker to discuss issues and concerns.

Pulpstream

Pulpstream is a cloud based mobile platform that makes scheduling and managing claim reviews simple and effective. It is also the service used to manage Risk Control Assessments and safety consulting activities.

General Support

CRI claim professionals act as a liaison between members, carriers, TPAs, and brokers. CRI monitors larger value and complex claims and works closely with members to encourage participation and effective resolution of the claim handling process.



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