



Claims Services and Risk Management

Third Party Administrator

Cost Management

Loss Control Resources

Industries Serviced

- Automotive
- Construction
- Forestry Services
- Healthcare
- Hospitality
- Manufacturing
- Non-Profits/Social Services
- Public Sector
- Schools and Universities
- Temp Staffing

Since 1993, Associated Insurance Administrators, Inc. (AIA) has specialized in offering the highest-quality commercial insurance products to retail insurance agencies. We provide superior insurance services, claims management, and guidance to our customers through an expert team of employees and business partners that share our values of integrity, respect, teamwork, and exceptional relationships.

CLAIMS ADMINISTRATION

- End-to-end claims management solutions
- Three Point Contact (insured, injured worker, and medical provider)
- Claims management integrated with underwriting
- Robust claims management information system
- Care management solutions
 - Nurse case management
 - Bill review
 - Pharmacy benefits management
 - Clinical consultation
 - Return to work program
- Medicare set asides and MMSEA compliance
- Special investigations unit
- Recoveries / Structured settlements
- TPA capabilities under Associated Claims Administrators (ACA) for self-insureds and captives (combined 65 years experience) -- call Cindy for more detail

COST MANAGEMENT

- 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' Comp 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

LOSS CONTROL RESOURCES

- Claims analysis to identify loss trends and provide insight where deficiencies may be present
- Risk management consultants who provide tailored solutions for specific industries
- On-site meeting with underwriting, claims and loss control representatives upon request
- Website database with links to OSHA publications, training videos and reference materials, state specific guidance for establishing and maintaining drug free workplaces as well as many other resources (www.iamga.com)
- Loss control and claims work together closely to investigate and manage subrogation in the event of an injury requiring this type of attention

For more
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