

## High-end Service: Where Everybody Knows Your Name!

The doctor's schedule had been extremely hectic and the entire practice was in the throes of keeping up with the related heavy workload. To make matters worse, a key team member was out on maternity leave, so everyone was, as the saying goes, trying to do more with less!

The last thing they needed was to deal with the many details and intricacies of making sure there weren't any gaps in their malpractice insurance renewal policy.

In time like these, it's easy to simply rubber-stamp a renewal – after all, it's the same policy we had last year, right? Or is it...? And does the renewal policy account for any situational changes that might have come about within the practice over the previous twelve months? Are all alternatives considered, including new or innovative solutions to complex issues?



### Clarity, Convenience & Peace-of-Mind

When the practice manager confided in us that time was in short-supply and that the office team wasn't one-hundred-percent sure about all the necessary renewal steps—"Sarah always handled the insurance and she's on leave..."—she was very relieved to find out that we had her back.

People are often unaware of the numerous steps involved, and how much easier and more effective it can be for a medical practice to engage an insurance agency that provides the right mix of high-end service and support. In this instance, the steps taken on the practice's behalf included:

- Upon receiving a higher than expected renewal premium from the current insurance company, full submissions were sent to several other insurance companies, which included completed applications and supporting documents
- While several declinations from alternative insurance companies were received, competitive pricing was also acquired from other preferred companies
- Circumstances associated with the practice's past claims were presented to underwriters along with a summary of the steps taken by the practice to prevent recurrences
- A letter was drafted to underwriters so they could review claims more subjectively and provide more competitive options
- A worksheet consisting of comparisons between the current offerings was created
- A conference call between the client and the preferred underwriter was arranged
- A follow-up conference call between the client and insurance company's physician medical director was arranged
- During all of this, an extension with the incumbent insurance company was obtained to protect the client
- Upon the client's request for coverage, premium financing was sought in order to help manage the practice's cash flow
- Upon the client's dissatisfaction with the finance agreement terms better terms and a lower APR were found and the transaction completed

These steps are representative of the level of service our clients receive... we get to know our clients and persistently advocate on their behalf every day—with no extra or hidden fees!