

# MedThree Insurance and International Programs Group Provide Top-Notch Claims Services

Here at the MedThree Insurance Group (MedThree), we take our claims very seriously. That's why we choose to align with International Programs Group (IPG). Partnering with IPG allows us to maximize our efficiency and understand our business more fully. All the benefits reaped from this partnership end up going directly to you, our Brokers, and your clients (the Insureds). We're about to tell you a little more about IPG and how partnering with them delivers the best claim experience for our clients.

## Who is IPG?

IPG is the dedicated London market third party administration (TPA) company within SCM Insurance Services. Supported by SCM's national resources and armed with an understanding of the nuances of both the local and London markets, IPG provides the service MedThree clients require with their claims management and claims administration needs. With 3 strategically located offices in Toronto, Vancouver and Montreal, IPG is able to provide bilingual claims services across all provinces and territories. Our offices are staffed with over 100 employees including senior examiners who specialize in high end complex losses together with our experienced generalists.

## Why Does MedThree Partner with IPG?

From intake, to management and stewardship of the claim, MedThree represents the insurer at every stage. MedThree's partnership with IPG allows us to focus on receiving, assessing and underwriting submissions from our broker channel.

IPG was selected through an extensive research process that eventually determined that SCM would be an ideal partner for MedThree. The concrete benefits of outsourcing claims comes down to specialization. The partnership with IPG and SCM ensures that MedThree has more flexibility to find the expert advice that will be most beneficial to our clients. Three more major concrete benefits of this partnership are:

1. **INDEPENDENCE:** IPG is a TPA. When they need an independent adjuster in the field, they look for the professionals with the required specific expertise to best handle the loss. IPG has developed strategic partnerships with the most comprehensive network of adjusting firms across Canada. As part of their claims handling process, IPG also engages third party professional service providers -- including lawyers, engineers, contractors, and surveyors -- to create a refined and customized business environment
2. **FLEXIBILITY:** MedThree represents multiple domestic insurers and a broad range of Lloyd's syndicates. Each one has different/existing relationships with adjusters. IPG

respects these existing relationships and strives to work in conjunction with the various independent adjusting firms to ensure that they comply with the necessary requirements of the syndicates and insurers.

- 3. INNOVATION & TECHNOLOGY:** IPG uses a proprietary end to end claims management system and repository for all activity and information pertinent to each individual claim. The IPG system is web-based and accessible 24/7 in real time. IPG has a robust and tested IT infrastructure in place to support a fully-remote workforce for all IPG employees when the need arises. This ensures that IPG is able to operate at full capacity and deliver the same level of service that our customers are accustomed to. To help drive greater efficiency IPG incorporates Electronic Fund Transfer (EFT) in its claim handling process. This leads to reduced wait times for payments and true cost savings from the issuance and delivery of paper cheques. While MedThree's investment in technology is focused on the insurance underwriting management side, IPG's Claims Management system can also deliver MedThree with best-in-class claims and risk management data that is extremely valuable to our business. IPG premade MI templates can capture customized data across from hundreds of existing data fields as well as program additional fields to capture something new. IPG's sister company, Opta Information Intelligence, focus on predictive analytics and data management that helps MedThree better understand business and claims risk.

### **The Claim Process**

IPG has developed a comprehensive cradle to grave claims handling process that includes reporting, adjustment, financial tracking, quality assurance, customer service, and continuous improvement initiatives. After we receive a broker's claim notification, IPG contacts all parties to determine what course of action would best fit the situation. IPG oversees the complete claim process in order to provide the necessary technical oversight, address any issues of complications that may delay the settlement of the claim. Finally, IPG makes payments from their Trust Funds to satisfy indemnity and expense payments.

### **Benefits of Working with IPG**

**For the broker:** Product management, development and underwriting management on behalf of the insurer are all essential parts of the way we do business here at MedThree. IPG and SCM provide our clients more diversity when it comes to finding solutions for insurance claim management. The great diversity of experiences and expertise we can draw on through this partnership will help our brokers -- rain or shine.

**For the insured:** Our partnership with IPG and SCM means that for the insured, our claims intake process will be simple and straightforward. IPG will keep the insured well informed with automated notifications so they know who's handling their claim and what's going on

throughout the life of the file. Notifications can include as much or as little detail as the customer wishes. IPG is strongly committed to providing both the best claims and customer experience for the insured at all times.

**For the insurer:** MedThree Insurance Group's fast claims process doesn't just benefit the insured – it benefits the insurer as well. We focus on timeliness, efficiency and proactive claims management in order to administer payments quickly and keep the entire process running smoothly. Disputes are minimal, and if they occur, we work to resolve them quickly.

MedThree's decision to partner with IPG and (by extension) SCM is one that can only improve the services our company offers to our Brokers and Insureds. We've been provided with a host of highly specialized professionals experienced in every facet of the insurance claim process. We're taking these innovative benefits and funneling them straight into our product portfolio -- we're seeking to maximize everything that our brokers, insureds, and insurers value.

We are proud of what we do and deliver, and you'd probably like to see it in action. Check out our website or give us a call; we look forward to working with you!