



## Risk Management Services

[copperpoint.com](https://copperpoint.com)



## Comprehensive, customized, collaborative.

We bring dedicated service teams and tailored risk management solutions to meet the needs of businesses in the middle market (\$100k up) and large accounts (\$500k up), lowering costs and losses, and improving safety and performance.

## Serving the middle market and large accounts.

For accounts of \$100k+, and \$500k+ in annual premium, we assign a dedicated risk management expert to build a service plan and team for each policyholder that fits their business precisely.

Working closely with agents/brokers and the insureds, this highly responsive approach applies strategies and resources to address their respective challenges, and align with their specific objectives.

### **Middle market**

- In-person kick off meeting
- Virtual follow-up
- Access to all CopperPoint expertise and resources
- Virtual claims reviews
- In-house or legal panel attorneys

### **Large accounts**

- In-person kick off and service team meetings
- Field visits, regular follow-ups, consultations
- Access to all CopperPoint expertise and resources
- Designated claims adjusters
- Designated in-house or legal panel attorneys



### **Claims**

Our dedicated, highly trained claims professionals take the time to get to know you and your business, applying their workers' compensation expertise and an array of services that enable timely, efficient management of claims for the best possible outcome.

### **Loss Control**

We provide a range of resources and systems to help policyholders implement effective safety and loss control strategies throughout the workplace, including access to our Loss Control Toolbox, access to 1,000+ training courses and a learning management system (LMS).

### **Managed Care**

From injury response through return-to-work, our managed care programs are tailored to fit each client, built on transparency, open communication, and providing the right care to injured workers at the right time.

### **Return to Work**

Getting workers back to work is critical to your claims as well as your business. Working with the injured, the employer, the agent/broker and the healthcare team, we integrate a return-to-work program into our claims process, reintroducing the recovering worker carefully into the workplace.

### **Fraud Prevention**

We monitor claims cases closely to detect, deter and investigate fraud, using data analytics and working closely with law enforcement to prosecute parties involved in such activity, while helping instill a fraud prevention culture in each workplace.

### **24/7 Helpline**

Powered by Medcor, the 24/7 Nurse Triage Helpline is called immediately by the worker and supervisor for a non-emergency injury. Based on a talk with the injured worker, the nurse will recommend self-care or a clinic visit, making this feature the first step in accurately assessing the injury, reducing or even stopping a claim.

This information is provided as a general overview. Actual coverage and services may vary and is subject to policy language as issued. Coverage is underwritten by CopperPoint Insurance Company, or one of its wholly-owned insurance companies, and is limited to the states where licensed. California policies are underwritten by Pacific Compensation Insurance Company and Alaska National Insurance Company.

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