

Business Insurance

Third-party administrators

A

ASU Group

2120 University Park Drive,
Okemos, Mich. 48864;
517-349-2212
www.asugroup.com

Property/Casualty

2007 revenues

Total	\$12,000,000
Self-insured clients	\$4,000,000
Insured clients	\$4,000,000
Managed care	\$4,000,000
U.S. clients	100%

Services

Claims administration	25%
Claims adjusting	7%
Claims auditing	1%
Other services 67%; adjusting services, case management, medical bill review.	

Claims business by type

Auto	11%
General liability	6%
Property damage	35%
Workers compensation	48%

Claims business by volume

Administration claims paid	\$50,000,000
Auditing projects conducted	3

Clients

Corporate	30
Association plans	5
Public/government entities	20
Total	55

Staff

Claims staff	32
Claims staff for self-insured clients	32
Adjusters	11
Total	32

Claims services since: 1952.

Geographic areas served: United States.

Officers: Tara LaRose, president/CEO; Kim Pavlik, chief governance officer; Duane Her-shberger, secretary.

Contact: Brad Rutgers, director-risk management; brutgers@asugroup.com.

Alicare Inc.*

730 Broadway,
New York, N.Y. 10003;
212-539-5300
www.alicare.com

Employee Benefits

2007 revenues

Total	\$113,668,000
Self-insured clients	\$53,594,000
Managed care	\$9,397,000
Other	\$50,677,000; computer services, insurance brokerage, life insurance, printing services, stop-loss insurance.
U.S. clients	98%
Non-U.S. clients	2%

Services

Claims administration	47.1%
Other services 52.9%; computer outsourcing services, insurance brokerage, life insurance, managed care, pension and annuity administration, printing, stop-loss insurance.	

Claims business by type

Disability	6%
Flex compensation	2%
Life	4%
Health insurance	54%
Other 34%; pension and annuity processing.	
Employees covered	750,000
Dental	10%
Medical	85%
Vision	5%

Claims business by volume

Administration claims paid	\$410,000,000
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Clients

Corporate	3
Multiemployer plans	59
Public/government entities	3
Union-sponsored plans	7
Total	72

Staff

Claims staff	160
Claims staff for self-insured clients	160
Total	420

Parent: Alico Services Corp.

Claims services since: 1943.

Geographic areas served: United States.

Officers: David Walsh, president; Jeffrey Warbet, executive vp.

Contact: Jeffrey Warbet.

*Affiliate of Amalgamated Life Insurance Co.

Alternative Service Concepts L.L.C.

1101 Kermit Drive, Suite 800,
Nashville, Tenn. 37217;
615-360-2800
www.ascrisk.com

Property/Casualty

2007 revenues

Total	\$14,339,338
Self-insured clients	\$8,727,907
Insured clients	\$2,436,441
Managed care	\$2,969,080

Other \$205,910; managed care services, claims auditing.

U.S. clients 100%

Services

Claims administration	61%
Other services 39%; claims auditing, claim services for insurers, managed care.	

Claims business by type

Auto	5%
General liability	15%
Professional liability	1%
Property damage	1%
Medical malpractice liability	1%
Workers compensation	77%

Claims business by volume

Administration claims paid	\$185,000,000
Claims adjusted	22,000
Auditing projects conducted	10

Clients

Corporate	30
Association plans	5
Public/government entities	54
Total	89

Staff

Claims staff	66
Claims staff for self-insured clients	66
Adjusters	66
Total	129

Claims services since: 1975.

Geographic areas served: United States.

Officers: Robert Bennett, CEO; Sharon Duncan, COO; Teela Stephens, senior vp.

Contact: Robert Bennett; 615-360-0253; robert.bennett@ascrisk.com.

American Administrative Group Inc.

222 W. Las Colinas Blvd., Suite 1600,
Irving, Texas 75039;
214-574-2375
www.aagco.com

Employee Benefits

2007 revenues

Total	\$127,737,547
Self-insured clients	\$52,348,794
Managed care	\$3,027,807
Other	\$72,360,946; medical and dental PPOs, prescription benefit manager, workers compensation administration.
U.S. clients	100%

Services

Claims administration	41%
Other services 59%; billing and collection, care management services, case management, COBRA, disease management, elec-	

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tronic and informational services, FSA, health care clinics, high risk maternity, medical and dental PPOs, non-network negotiations, prescription benefit management utilization management, wellness, workers compensation, administration.

Claims business by type

Flex compensation	4%
Workers compensation	1%
Health insurance	95%
Employees covered.....	1,749,695

Claims business by volume

Administration claims paid.....\$727,907,273

Clients

Total509

Staff

Total484

Parent: Parker Group Inc.

Claims services since: 1967.

Geographic areas served: United States.

Officers: Ted Parker, chairman/CEO; James M. Pennington, president; William Dembereckyj, executive vp.

Contact: Alex Arnet, chief sales officer, *aarnet@theparkergroup.com*; Teresa McLaughlin, vp-marketing and product

development, 614-854-0832, *teresa_mclaughlin@aagco.com*.

Athens Administrators

2552 Stanwell Drive,
Concord, Calif. 94520;
925-826-1000
www.athensadmin.com

Workers Compensation

2007 revenues

Total	\$13,500,000
Self-insured clients	\$8,640,000
Insured clients	\$2,160,000
Managed care	\$2,700,000
U.S. clients	100%

Claims business by type

Workers compensation100%

Clients

Total275

Staff

Claims staff.....	85
Adjusters	40
Total	110

Claims services since: 1976.

Geographic areas served: United States.

Officers: James R. Jenkins, president; Linda

Slaughter, COO; Jodi Ellington, CFO.

Contact: Bruce Lees, vp; *blees@athensadmin.com*.

Avizent*

5000 Bradenton Ave.,
Dublin, Ohio 43017;
888-646-9675
www.avizentrisk.com

Property/Casualty

2007 revenues

Total	\$91,200,000
Self-insured clients	\$62,500,000
Insured clients	\$3,000,000
Managed care	\$22,000,000

Other \$3,700,000; alternative risk financing, excess placement, fund and group program administration, hearing representation, risk management software and Web-based claims reporting, safety and loss control.

U.S. clients99%
Non-U.S. clients1%

Services

Claims administration63%
Claims adjusting.....5%
Claims auditing1%
Other services ...31%; alternative risk financing, auto/general/product/professional liability and property claim services, claims administration for clients in exclusive fund states, excess placement, fund administration, group programs, group rating programs, hearing representation, maritime/longshore (USL&H claims), medical managed care services, risk management software and Web-based claims reporting, safety and loss control.

Claims business by type

Auto.....	10%
General liability.....	10%
Inland marine	2%
Ocean marine	8%
Professional liability	1%
Property damage.....	5%
Workers compensation	64%

Claims business by volume

Administration claims paid.....	\$659,266,540
Claims adjusted	203,688
Auditing projects conducted.....	56

Clients

Corporate.....	667
Association plans	120
Public/government entities	130
Total	917

Staff

Claims staff.....	550
Claims staff for self-insured clients	400
Adjusters	275
Total	790

Claims services since: 1946.

Geographic areas served: United States.

Officers: Frank C. Vidrik, president/CEO; Bob Zarny, COO; Vance Root, executive vp/chief marketing officer.

Contact: Brenda Proctor, vp-marketing and communications; *bproctor@frankgates.com*.
*Formerly Frank Gates Cos. Inc./Attenta.

Directory explanation box

The Directory of Third-Party Administrators lists companies that generate at least \$500,000 of their gross revenues from handling claims for self-insured clients on a direct, unbundled basis. Companies were required to report gross revenues to be listed.

The directory is published as an editorial service; there is no charge to be included.

Organizations are asked to use the following definitions when reporting information: claims administration includes overseeing control of claims files, directing adjusters and paying claims. Adjusting includes investigating claims and making recommendations to the claims administrator but does not include paying claims. Auditing includes reviewing the overall integrity of the claims-file operation, verifying the accuracy and direction of claims payments and recommending solutions to claims administration problems.

Each listing begins with the company's name, address, telephone and fax numbers, and Web site, if applicable. This is followed by the parent company, the year the company began offering claims services and a heading that indicates what type of claims the company specializes in handling—employee benefits, property/casualty or employee benefits and property/casualty.

Financial/statistical information is listed next. This section includes total 2007

gross revenues generated by claims services for self-insured clients, insured clients and managed care clients, as well as other services. This is followed by the percentage breakout of total revenues for claims administration, adjusting and auditing for self-insured clients and other services provided by the company, including claims services to insurers and managed care companies.

Other information in this section includes claims business by type and a percentage breakout of total claims dollars handled in 18 categories. If health plan administration accounts for the largest percentage of the company's business, the number of employees and dependents covered is listed. Also provided is the claims business by volume, including the dollar amount of claims paid and number of auditing projects conducted in 2007. Information on clients includes the total number and a breakdown by type of self-insured clients in 2007. Staff figures are given in full-time equivalents and reflect the number of total employees and employees assigned to self-insured claims services.

Directory listings are based on each company's responses to a *Business Insurance* questionnaire. Although every effort is made to publish complete and accurate listings, *BI* is unable to verify all information.

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B

Berkley Risk Administrators Co. L.L.C.

222 S. Ninth St., Suite 1300,
Minneapolis, Minn. 55402-3332;
800-449-7707
www.berkleyrisk.com

Property/Casualty

2007 revenues

Total	\$91,000,000
Self-insured clients	\$30,030,000
Insured clients	\$60,470,000
Managed care	\$500,000
U.S. clients	100%

Services

Claims administration	30%
Claims adjusting	2%
Claims auditing	1%
Other services 67%; claim services for insurers, program management.	

Claims business by type

Auto	10%
General liability	10%
Inland marine	5%
Professional liability	5%
Property damage	5%
Surety	2%
Medical malpractice liability	3%
Workers compensation	60%

Claims business by volume

Administration claims paid	\$800,000,000
Claims adjusted	130,000
Auditing projects conducted	15

Clients

Corporate	280
Association plans	10
Public/government entities	3,300
Total	3,590

Staff

Claims staff	350
Claims staff for self-insured clients	150
Adjusters	250
Total	700

Parent: W.R. Berkley Corp.

Claims services since: 1978.

Geographic areas served: United States.

Officers: Mark C. Tansey, chairman/CEO; Kenneth R. Hopkins, president/COO.

Contact: Scott L. Dahlager, senior vp.

Gregory B. Bragg & Associates Inc.

1 Sierra Gate Plaza, Suite 250B,
Roseville, Calif. 95678;
916-783-0100
www.gbbragg.com

Property/Casualty

2007 revenues

Total	\$16,844,000
Self-insured clients	\$13,780,000
Insured clients	\$300,000
Managed care	\$2,111,000

Other \$653,000; investigations, risk control.
U.S. clients

100%

Services

Claims administration	82%
Other services 18%; bill review services, investigations, risk control.	

Claims business by type

Auto	11%
General liability	9%
Property damage	12%
Workers compensation	68%

Claims business by volume

Administration claims paid	\$138,292,000
Claims adjusted	29,755

Clients

Corporate	90
Public/government entities	810
Total	900

Staff

Claims staff	144
Claims staff for self-insured clients	144
Adjusters	111
Total	184

Claims services since: 1986.

Geographic areas served: United States.

Officers: Gregory B. Bragg, chairman/CEO; Randall C. Smith, president; Lee W. Collins, senior vp.

Contact: Randall C. Smith;
randall.smith@gbbragg.com.

Broadspire Services Inc., a Crawford Co.

1601 S.W. 80 Terrace,
Plantation, Fla. 33324;
800-726-8898
www.choosebroadspire.com

Employee benefits & Property/casualty

2007 revenues

Total	\$365,437,886
Self-insured clients	\$184,506,167
Managed care	\$139,006,719
Other \$41,925,000; risk management information services.	

U.S. clients

99%

Non-U.S. clients

1%

Claims business by type

Auto	12%
Disability	5%
General liability	11%
Inland marine	1%
Workers compensation	69%
Other .2%; billing for budget-based models, regulatory reporting, supervision of other claims.	

Claims business by volume

Administration claims paid	\$2,203,804,433
Claims adjusted	493,239

Clients

Corporate	662
Association plans	34
Multiemployer plans	6
Public/government entities	67
Union-sponsored plans	1
Total	770

Staff

Claims staff	1,504
Adjusters	575

Total

2,732

Parent: Crawford & Co.

Claims services since: 1941.

Geographic areas served: Africa, Canada, Europe, Far East/Asia, Latin America, Mexico, Middle East, United States.

Officers: Dennis Replogle, CEO; Ken Martino, president.

Contact: Stephanie Zercher, vp-marketing;
954-693-1110;

szercher@choosebroadspire.com.

Brokerage Concepts Inc.

1021 W. Eighth Ave.,
King of Prussia, Pa. 19406;
610-491-5040
www.bcitpa.com

Employee Benefits

2007 revenues

Total	\$47,241,100
Self-insured clients	\$40,674,500
Other	\$6,566,600
U.S. clients	96%
Non-U.S. clients	4%

Services

Claims administration	86.1%
Other services 13.9%; ancillary products, benefit consulting, claims services to insurers.	

Claims business by type

Disability	4%
Flex compensation	8%
Health insurance	88%
Employees covered	290,500
Dependents covered	726,000
Dental	9%
Medical	75%
Prescription drugs	15%
Vision	1%

Claims business by volume

Administration claims paid	\$1,310,000,000
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Clients

Corporate	927
Public/government entities	18
Union-sponsored plans	16
Total	961

Staff

Claims staff	428
Total	537

Parent: HealthNow New York Inc.

Claims services since: 1977.

Geographic areas served: United States.

Officers: Arnold M. Katz, senior vp/COO; Rose Lewis, director-operations; Patti Cline, director-underwriting; Ellen Radcliffe, director-individual services; Aaron Singer, director-finance.

Contact: Arnold M. Katz,
arnold.katz@bcitpa.com; info@bcitpa.com.

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C

CAS-Claims Administrative Services Inc.

501 Shelley Drive,
Tyler, Texas 75701;
800-765-2412
www.cas-services.com

Employee benefits & Property/casualty
2007 revenues
Total\$18,020,005
Self-insured clients\$14,163,409
Insured clients\$389,150
Managed care\$2,755,023
Other \$712,423; drug testing, IT for insurers, investments, safety services for insurers.
U.S. clients100%

Services
Claims administration78.9%
Claims adjusting0.1%
Other services21%; claims services for insurers, drug testing, IT for insurers, investments, managed care services, safety services for insurers.

Claims business by type
Auto3.5%
General liability0.5%
Life0.5%
Professional liability0.5%
Property damage1%
Workers compensation94%

Claims business by volume
Administration claims paid\$24,211,573
Claims adjusted12,037

Clients
Corporate2
Association plans2
Public/government entities519
Total523

Staff
Claims staff43
Claims staff for self-insured clients41
Adjusters28
Total89

Parent: Heartland Security Insurance Group Inc.
Claims services since: 1990.

Geographic areas served: United States.
Officers: Bill Costanza, president; Rick Fisher, vp-claims; Sheila Darland, vp-customer service.
Contact: Bill Costanza.

CCS Holdings L.P.

300 E. Royal Lane, Suite 200,
Irving, Texas 75039;
800-743-2231
www.ccs Holdings.com

Workers compensation
2007 revenues
Total\$6,300,000
Self-insured clients\$5,800,000
Insured clients\$340,000
Managed care\$160,000
U.S. clients100%

Services
Claims administration84%
Claims adjusting8%
Claims auditing5%
Other services3%; absence management, background investigation and other special investigation unit services, disability management, financial claims, management, loss, risk management information systems, safety and industrial hygiene.

Claims business by type
General liability1%
Workers compensation99%

Claims business by volume
Administration claims paid\$33,000,000
Claims adjusted13,500

Clients
Corporate1
Public/government entities11
Total12

Staff
Claims staff48
Claims staff for self-insured clients46
Adjusters46
Total65

Claims services since: 1996.
Geographic areas served: Europe, Middle East, United States.

Officers: Sheryl Mendenhall-Roberts, chairman/CEO; Lisa M. McManus, president/COO; Deryck Parks, CFO.
Contact: Sheryl Mendenhall-Roberts; 800-743-2231, ext. 271;
robbers01@ccsholdings.com.

Cambridge Integrated Services Group Inc.

340 Pemberwick Road, Second Floor,
Greenwich, Conn. 06831;
800-662-1170
www.cambridgeclaims.com

Property/Casualty
2007 revenues

Total\$326,000,000
Self-insured clients\$220,000,000
Other ...\$106,000,000; business process, IT outsourcing.
U.S. clients90%
Non-U.S. clients10%

Services
Claims administration68%
Other services32%; business process, IT outsourcing.

Claims business by type
Auto9%
General liability5%
Professional liability2%
Property damage1%
Medical malpractice liability14%
Workers compensation48%
Other21%; product liability, reinsurance, run-off.

Claims business by volume
Administration claims paid ...\$2,851,000,000
Auditing projects conducted6

Clients
Corporate472
Association plans10

Public/government entities76
Union-sponsored plans8
Total566

Staff
Claims staff2,100
Total4,440

Parent: Cambridge Solutions Ltd.
Claims services since: 1950.
Geographic areas served: Canada, Europe, Far East/Asia, United States.

Officers: Christopher Sinclair, executive chairman/CEO; Wesley O'Brien, president; Pradeep Chaudhry, CFO.
Contact: Kate Roskopf, marketing manager; 312-381-8050;
kate.roskopf@cambridge-na.com.

Cannon Cochran Management Services Inc. dba CCMSI

2 E. Main St., Suite 208,
Danville, Ill. 61832;
800-252-5059
www.ccmsi.com

Property/Casualty
2007 revenues
Total\$70,000,000
Self-insured clients\$59,612,000
Insured clients\$756,000
Managed care\$2,755,200
Other ..\$6,876,800; excess and loss control.
U.S. clients100%

Services
Claims administration85%
Other services 15%; excess and loss control, managed care.

Claims business by type
Auto1%
Disability1%
Flex compensation1%
General liability25%
Professional liability1%
Property damage1%
Workers compensation70%

Claims business by volume
Administration claims paid\$695,664,528
Claims adjusted136,000

Clients
Corporate300
Association plans57
Public/government entities125
Total482

Staff
Claims staff515
Claims staff for self-insured clients422
Adjusters457
Total750

Claims services since: 1978.
Geographic areas served: United States.
Officers: Bryan Thomas, president/CEO; Rod Golden, COO; John E. Kluth II, CFO.
Contact: Jim Paden, vp-marketing;
jpaden@ccmsi.com.

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Carl Warren & Co.

770 S. Placentia Ave.,
Placentia, Calif. 92870;
714-572-5200
www.carlwarren.com

Property/Casualty

2007 revenues

Total	\$21,000,000
Self-insured clients	\$16,000,000
Insured clients	\$5,000,000
U.S. clients	98%
Non-U.S. clients	2%

Services

Claims administration	68.5%
Claims adjusting	7.7%
Other services	23.8%; claim services for insurers.

Claims business by type

Auto	30%
General liability	55%
Professional liability	5%
Property damage	10%

Claims business by volume

Administration claims paid	\$150,000,000
Claims adjusted	25,000

Clients

Corporate	150
Public/government entities	500
Total	650

Staff

Adjusters	145
Total	200

Claims services since: 1944.

Geographic areas served: Europe, United States.

Officers: Caryn Siebert, president/CEO; Thomas Boylan, COO; Richard McAbee, director-business development.

Contact: Caryn Siebert;
csiebert@carlwarren.com.

Chaney Consulting Group Inc.

6060 Rockside Woods Blvd., Suite 319,
Cleveland, Ohio 44131-2378;
216-532-0170
www.chaneyconsulting.com

Employee benefits & Property/casualty

2007 revenues

Total	\$2,500,000
Self-insured clients	\$2,100,000
Other \$400,000; Ohio state fund, short-term disability, unemployment consulting.	
U.S. clients	100%

Services

Claims administration	70%
Claims adjusting	10%
Claims auditing	10%
Other services 10%; group rating, Ohio state fund, short-term disability, unemployment consulting.	

Claims business by type

Disability	5%
Workers compensation	90%
Other	5%; unemployment

Clients

Corporate	20
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Public/government entities	2
Total	22

Staff

Claims staff	12
Claims staff for self-insured clients	8
Adjusters	8
Total	14

Claims services since: 1999.

Geographic areas served: United States.

Contact: David E. Chaney, president;
dchaney@chaneyconsulting.com.

Chubb Services Corp.

15 Mountain View Road,
Warren, N.J. 7059;
908-903-7003
www.chubbservices.com

Property/Casualty

2007 revenues

Total	\$17,100,000
Self-insured clients	\$1,950,000
Insured clients	\$11,350,000
Managed care	\$2,650,000
Other ...\$1,150,000; claim auditing, disaster recovery planning, excess claim oversight, fire lab training, loss control services.	
U.S. clients	100%

Services

Claims administration	10%
Claims adjusting	1%
Other services 89%; claim auditing, disaster recovery planning, loss control services, excess claim oversight, fire lab training, managed care services, utilization review services.	

Claims business by type

Auto	2%
General liability	61%
Workers compensation	37%

Claims business by volume

Administration claims paid	\$72,000,000
Claims adjusted	25,000
Auditing projects conducted	32

Clients

Corporate	173
Association plans	3
Public/government entities	3
Total	179

Staff

Claims staff	50
Claims staff for self-insured clients	7
Adjusters	46
Total	128

Parent: Chubb Corp.

Claims services since: 1991.

Geographic areas served: United States.

Officers: Robert Santoro, managing senior vp; Sam Lee, vp-loss control; Kenneth Nietzer, vp-claims and operations.

Contact: Kenneth Nietzer;
knietzer@chubb.com.

Claimetrics

P.O. Box 22478,
Oklahoma City, Okla. 73123;
877-728-5544
www.claimetrics.com

Employee benefits & Property/casualty

2007 revenues

Total	\$7,000,000
Self-insured clients	\$7,000,000
U.S. clients	100%

Services

Claims administration	100%
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Claims business by type

Workers compensation	100%
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Claims business by volume

Administration claims paid	\$25,000,000
Claims adjusted	7,000

Clients

Corporate	600
Total	600

Staff

Claims staff for self-insured clients	60
Adjusters	30
Total	90

Claims services since: 2004.

Geographic areas served: United States.

Officers: Marshall Snipes, CEO; Tom Richards, CFO.

Contact: Robert Barcum, senior vp;
robert.barcum@claimetrics.com.

Claims Direct Access

8722 S. 300 W.,
Sandy, Utah 84070;
877-585-2849
www.primeis.com

Property/Casualty

2007 revenues

Total	\$551,000
Self-insured clients	\$551,000
U.S. clients	100%

Services

Claims administration	25%
Claims adjusting	75%

Claims business by type

Auto	57%
General liability	22%
Inland marine	1%
Property damage	20%

Claims business by volume

Administration claims paid	\$4,200,000
Claims adjusted	310
Auditing projects conducted	1

Clients

Corporate	1
Association plans	9
Total	10

Staff

Claims staff	10
Adjusters	5
Total	12

Parent: Prime Insurance Syndicate Inc.

Claims services since: 1996.

Geographic areas served: Canada, United States.

Officers: Rick J. Lindsey, president/CEO; Mark L. Fisher, vp/general counsel; Jeffrey P. Leman, secretary.

Contact: Mark L. Fisher,
mark@primeis.com; Doug Murray, claims manager, doug@primeis.com.

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Claims Management Services Inc.

P.O. Box 1447,
Roswell, Ga. 30077-1447;
770-998-7411
www.claimsmgmtservices.com

Property/Casualty

2007 revenues

Total	\$7,800,000
Self-insured clients	\$1,000,000
Insured clients	\$6,800,000
U.S. clients	100%

Services

Claims administration	12.8%
Other services	87.2%; claim services for insurers.

Claims business by type

Auto	40%
General liability	30%
Inland marine	1%
Professional liability	22%
Business interruption	1%
Property damage	5%
Medical malpractice liability	1%

Clients

Corporate	18
Public/government entities	7
Total	25

Staff

Claims staff	50
Claims staff for self-insured clients	8
Adjusters	50
Total	65

Claims services since: 1984.

Geographic areas served: United States.

Officers: Gene L. Jones, president; Neill G. Stevens, executive vp/secretary/treasurer; Barry J. Lamanno, vp.

Contact: Barry J. Lamanno;
blamanno@claimsmgmtservices.com.

Companion Third Party Administrators L.L.C.

P.O. Box 100159,
Columbia, S.C. 29202-3159;
800-845-2724
www.companiongroup.com

Property/Casualty

2007 revenues

Total	\$4,927,929
Self-insured clients	\$1,823,563
Insured clients	\$843,788
Managed care	\$2,073,543
Other \$187,035; audit fees, recoveries, commissions.	
U.S. clients	100%

Services

Claims administration	10%
Claims adjusting	19%
Claims auditing	8%
Other services 63%; claim services for insurers, excess of loss placement, managed care, nurse case management, recovery services.	

Claims business by type

Auto	5%
General liability	5%
Workers compensation	90%

Claims business by volume

Administration claims paid	\$75,000,000
Claims adjusted	28,000
Auditing projects conducted	140

Clients

Corporate	5
Association plans	3
Public/government entities	5
Total	13

Staff

Claims staff	36
Claims staff for self-insured clients	31
Adjusters	23
Total	45

Parent: Companion Property & Casualty Insurance Co.

Claims services since: 1999.

Geographic areas served: United States.

Officers: Charles Potok, president; Curtis Stewart, vp/CFO; Laura Currence, vp-claims; Steve Bloss, vp.

Contact: Kevin M. Elmore, director-marketing and administration;
kevin.elmore@companiongroup.com.

Constitution State Services Limited Liability Co.

1 Tower Square (10GS),
Hartford, Conn. 06183;
860-277-8500
www.constitution-state.com

Property/Casualty

2007 revenues

Total	\$52,000,000
Self-insured clients	\$29,000,000
Insured clients	\$23,000,000
U.S. clients	100%

Services

Claims administration	55.8%
Other services 44.2%; claims administration for insured clients.	

Claims business by type

Auto	12%
General liability	13%
Property damage	10%
Workers compensation	65%

Clients

Corporate	212
Public/government entities	13
Total	225

Staff

Parent: Travelers Cos. Inc.

Claims services since: 1980.

Geographic areas served: United States.

Officers: John J. Albano, chairman; Andrew J. Apicella, president; John R. Gorecki, CEO.

Contact: Andrew J. Apicella.

CoreSource Inc.

400 Field Drive,
Lake Forest, Ill. 60045;
800-832-3332
www.coresource.com

Employee Benefits

2007 revenues

Total	\$150,000,000
Self-insured clients	\$109,235,196

Managed care	\$9,776,353
Other	\$30,988,451
U.S. clients	100%

Services

Claims administration	75%
Claims adjusting	6%
Claims auditing	1%
Other services 18%; data services, fraud detection, plan consulting, plan design, subrogation.	

Claims business by type

Disability	5%
Flex compensation	10%
Health insurance	85%
Employees covered	450,000
Dependents covered	675,000
Dental	14%
Medical	68%
Prescription drugs	10%
Vision	8%

Claims business by volume

Administration claims paid	\$2,725,000,000
Claims adjusted	63,645
Auditing projects conducted	246,769

Clients

Corporate	680
Association plans	20
Public/government entities	60
Total	760

Staff

Claims staff	1,020
Total	1,275

Parent: Trustmark Insurance Co. Inc.

Claims services since: 1975.

Geographic areas served: United States.

Officers: Chris Martin, executive vp; Paul Lotharius, senior vp/COO.

Contact: Paul Lotharius;
plotharius@coresource.com.

E

ESIS Inc.

436 Walnut St.,
Philadelphia, Pa. 19106;
215-640-1000
www.esis.com

Property/Casualty

2007 revenues

Total	\$348,900,000
Self-insured clients	\$180,000,000
Insured clients	\$8,300,000
Managed care	\$141,000,000
Other \$19,600,000; risk control services, risk management information systems, subrogation.	
U.S. clients	90%
Non-U.S. clients	10%

Services

Claims administration	50%
Claims adjusting	1%
Claims auditing	1%
Other services 48%; claim services for insurers, managed care, risk control services.	

Claims business by type

Continued on next page

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Auto.....	10%
Disability	2%
General liability.....	10%
Inland marine	0.5%
Business interruption	0.5%
Workers compensation	75%
Other	2%; catastrophe services.

Claims business by volume

Administration claims paid ...\$2,368,000,000

Clients

Corporate.....	702
Public/government entities	8
Total	710

Staff

Claims staff.....	1,210
Claims staff for self-insured clients	1,210
Adjusters	790
Total	1,557

Parent: ACE USA.

Claims services since: 1953.

Geographic areas served: Africa, Canada, Europe, Far East/Asia, Latin America, Mexico, Middle East, United States.

Officers: David Patterson, president; Debbie Johnson, vp.

Contact: Frankie Santos, director-marketing and client relations; 215-640-1855; frankie.santos@esis.com.

Engle Martin Claims Administrative Services

5180 Roswell Road, Suite N200,
Atlanta, Ga. 30342;
888-239-7872
www.englemartin.com

Property/Casualty

2007 revenues

Total	\$6,525,000
Self-insured clients.....	\$4,900,000
Insured clients	\$1,500,000
Other	\$125,000; adjusting, casualty.
U.S. clients	100%

Services

Claims administration	69%
Claims adjusting.....	3%
Claims auditing	3%
Other services 25%; claim services for insurers, consulting.	

Claims business by type

Auto.....	15%
General liability.....	60%
Inland marine	2.5%
Professional liability	5%
Property damage.....	15%
Other	2.5%; subrogation

Claims business by volume

Administration claims paid	\$17,400,000
Auditing projects conducted.....	8

Clients

Corporate.....	752
Public/government entities	4
Total	756

Staff

Claims staff.....	33
Claims staff for self-insured clients	18
Adjusters	33
Total	47

Parent: Engle Martin & Associates Inc.

Claims services since: 1997.

Geographic areas served: United States.

Officers: Kevin L. Engle, CEO; W. Todd Evans, president; Robert J. Gambell, senior vp.

Contact: W. Todd Evans; tevans@englemartin.com.

F

Fiserv Health Inc.

5500 Wayzata Blvd., Suite 500,
Minneapolis, Minn. 55416;
763-549-3350
www.fiservhealth.com

Employee Benefits

2007 revenues

Total	\$301,133,000
Self-insured clients.....	\$301,133,000
U.S. clients	100%

Services

Claims administration

Claims business by type

Flex compensation	2%
Health insurance	98%
Employees covered.....	1,815,428
Dependents covered	1,996,971
Dental.....	7%
Medical.....	92%
Prescription drugs.....	1%

Claims business by volume

Administration claims paid ...	\$7,771,943,889
Claims adjusted	35,380,689

Clients

Corporate.....	904
Association plans	2
Multiemployer plans.....	47
Public/government entities	48
Total	1,001

Staff

Claims staff.....	2,047
Claims staff for self-insured clients	1,963
Total	2,619

Parent: UnitedHealth Group Inc.

Claims services since: 1954.

Geographic areas served: United States.

Officers: Mike Gantt, group president; Randy Franke, CFO; Jay Anliker, division president-health plan services; Mark Campbell, division president-pharmacy services; Joe Hensley, division president-workers compensation services; Bill Howard, executive vp-marketing; Patricia Schultz, executive vp-human resources.

Contact: Bill Howard; 804-346-0022; bill.howard@fiservhealth.com.

G

GAB Robins Group of Cos.

9 Campus Drive,
Parsippany, N.J. 07054;
800-422-4436
www.gabrobins.com

Property/Casualty

2007 revenues

Total	\$429,200,000
Self-insured clients.....	\$47,700,000
Insured clients	\$310,800,000
Managed care	\$21,200,000
Other	\$49,500,000; engineering, fire and environmental investigation services.

U.S. clients	45.1%
Non-U.S. clients	54.9%

Services

Claims administration

Claims business by type

Auto.....	16.1%
General liability.....	23.4%
Property damage.....	5.1%
Workers compensation	55.4%

Claims business by volume

Administration claims paid	\$700,000,000
Claims adjusted	141,851

Clients

Corporate.....	273
Association plans	49
Multiemployer welfare plans.....	5
Public/government entities	53
Total	380

Staff

Claims staff.....	2,780
Claims staff for self-insured clients	520
Adjusters	1,718
Total	3,370

Parent: Brera Capital Partners.

Claims services since: 1872.

Geographic areas served: Africa, Canada, Europe, Far East/Asia, Latin America, Mexico, Middle East, United States.

Officers: Edward G. Troy, chairman/CEO; Alan N. Mansfield, executive vp/CFO; Michael G. Repoli, president-North American operations.

Contact: Andrew Miller, director-corporate communications; 973-993-3524; millerba@gabrobins.com.

Gallagher Bassett Services Inc.

The Gallagher Centre, 2 Pierce Place,
Itasca, Ill. 60143-3141;
630-773-3800

www.gallagherbassett.com

Property/Casualty

2007 revenues

Total	\$443,500,000
Self-insured clients.....	\$391,500,000
Managed care	\$35,000,000
Other	\$17,000,000; appraisal services, claims software, consulting, risk control.

U.S. clients	85%
Non-U.S. clients	15%

Services

Claims administration

Claims business by type

Continued on next page

Continued from previous page

Auto.....	13%
General liability.....	11%
Professional liability.....	3%
Property damage.....	5%
Workers compensation.....	68%

Claims business by volume

Administration claims paid...\$4,800,000,000

Clients

Corporate.....	2,264
Association plans.....	109
Public/government entities.....	747
Total.....	3,120

Staff

Claims staff.....	2,686
Claims staff for self-insured clients.....	2,686
Total.....	3,890

Parent: Arthur J. Gallagher & Co.

Claims services since: 1962.

Geographic areas served: Canada, Europe, Far East/Asia, Latin America, United States.

Officers: Richard J. McKenna, president; Emil Bravo, Norman Darling, executive vps.

Contact: Emil Bravo; 630-285-3415; emil_bravo@gbtpa.com.

Group Benefit Services L.L.C.

1736 E. Sunshine, Suite 200,
Springfield, Mo. 65804-1328;
800-995-3569

www.gbsitpa.com, www.gbs-tpa.com

Employee Benefits

2007 revenues

Total.....	\$2,500,000
Self-insured clients.....	\$2,250,000
Other \$250,000; expert witness services, litigation support.	
U.S. clients.....	100%

Services

Claims administration.....90%
Other services...10%; consulting, expert witness services, litigation support.

Claims business by type

Flex compensation.....	10%
Health insurance.....	90%
Dental.....	10%
Medical.....	75%
Prescription drugs.....	10%
Vision.....	5%

Claims business by volume

Administration claims paid.....\$15,000,000

Staff

Total.....	50
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Parent: Deren Financial Group Inc.

Claims services since: 1998.

Geographic areas served: United States.

Officers: James M. Deren, president; Jerry Landers, operations manager.

Contact: James M. Deren; jamesderen@gbsitpa.com.

H

HM Benefits Administrators

120 Fifth Ave.,
Pittsburgh, Pa. 15222;
800-328-5433

www.hminsurancegroup.com

Employee benefits & Property/casualty 2007 revenues

Total.....	\$10,654,681
Self-insured clients.....	\$6,488,923
Insured clients.....	\$1,219,403
Other...\$2,946,355; billing, benefit membership, COBRA, pension administration.	
U.S. clients.....	100%

Services

Claims administration.....60.9%
Claims adjusting.....0.1%
Other services 39%; benefit and membership administration, billing, COBRA, pension.

Claims business by type

Workers compensation.....	1%
Health insurance.....	99%
Employees covered.....	103,289
Dental.....	0.5%
Medical.....	99%
Vision.....	0.5%

Claims business by volume

Administration claims paid.....\$35,583,293

Staff

Claims staff.....	69
Claims staff for self-insured clients.....	48
Adjusters.....	1
Total.....	118

Parent: HM Insurance Group.

Claims services since: 1963.

Geographic areas served: United States.

Officers: Daniel J. Lebish, president/CEO; Matthew P. Piroch, senior vp-operations and IT; Dominic Palmieri, senior vp/treasurer.

Health Plans Inc.

1500 W. Park Drive, Suite 330,
Westborough, Mass. 01581;
508-752-2480

www.healthplansinc.com

Employee Benefits

2007 revenues

Total.....	\$20,000,000
Self-insured clients.....	\$17,900,000
Managed care.....	\$2,100,000
U.S. clients.....	100%

Services

Claims administration.....90%
Other services 10%; managed care services.

Claims business by type

Disability.....	1%
Flex compensation.....	1%
Health insurance.....	98%
Employees covered.....	68,248
Dependents covered.....	54,088
Dental.....	3%
Medical.....	96%
Vision.....	1%

Claims business by volume

Administration claims paid.....\$277,072,000
Claims adjusted.....1,158,375

Clients

Corporate.....	180
Union-sponsored plans.....	3
Total.....	183

Staff

Claims staff.....	23
Claims staff for self-insured clients.....	23
Total.....	183

Parent: Harvard Pilgrim Health Care.

Claims services since: 1981.

Geographic areas served: United States.

Officers: William R. Breidenbach, president; Deborah Hodges, vp.

Contact: Catherine Magnusson, executive assistant; cmagnusson@healthplansinc.com.

HealthSCOPE Benefits*

27 Corporate Hill Drive,
Little Rock, Ark. 72205;
501-225-1551

www.healthscopebenefits.com

Employee Benefits

2007 revenues

Total.....	\$60,306,000
Self-insured clients.....	\$60,306,000
U.S. clients.....	100%

Services

Claims administration.....100%

Claims business by type

Flex compensation.....	5%
Health insurance.....	95%
Employees covered.....	105,000
Dependents covered.....	262,500
Dental.....	3%
Medical.....	94%
Prescription drugs.....	2%
Vision.....	1%

Clients

Corporate.....	125
Association plans.....	1
Multiemployer plans.....	11
Public/government entities.....	3
Total.....	140

Staff

Claims staff.....	220
Claims staff for self-insured clients.....	220
Adjusters.....	60
Total.....	316

Claims services since: 1938.

Geographic areas served: United States.

Officers: Joe Edwards, CEO; Mary Catherine Person, president; Darren Ashby, vp-operations.

Contact: Denise Crabb, executive assistant
*Formerly CenBen USA Inc.

Helmsman Management Services L.L.C.

175 Berkeley St.,
Boston, Mass. 02117;
617-654-4950

www.helmsmantpa.com

Property/Casualty

2007 revenues

Total.....	\$109,714,485
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Business Insurance's directories may now be purchased and downloaded in an Excel spreadsheet or PDF format in the directories area of www.businessinsurance.com.

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Self-insured clients\$42,427,952
 Insured clients\$28,355,285
 Managed care\$10,336,778
 Other\$28,594,470; loss prevention, risk management information systems.
 U.S. clients100%

Services

Claims administration38.7%
 Other services61.3%; claim services for insurers, loss prevention, risk management information systems.

Claims business by type

Auto.....13%
 General liability.....23%
 Workers compensation64%

Claims business by volume

Administration claims paid\$483,000,000
 Claims adjusted57,000

Clients

Corporate.....410
 Public/government entities5
 Total415

Staff

Total600

Parent: Liberty Mutual Insurance Co.

Claims services since: 1983.

Geographic areas served: United States.

Officers: David Long, president; Dennis Langwell, CFO; Peter Clas, vp/general manager.

Contact: Robert J. McCaffery, product and services manager;
robert.mccaffery@libertymutual.com.

Hewitt, Coleman & Associates Inc.

850 S. Pleasantburg Drive,
 Greenville, S.C. 29607;
 864-240-5800
www.hewittcoleman.com

Employee benefits & Property/casualty

2007 revenues

Total\$5,600,000
 Self-insured clients\$4,000,000
 Managed care\$1,500,000
 Other\$100,000; ancillary services.
 U.S. clients100%

Services

Claims administration70%
 Other services30%; ancillary services, managed care.

Claims business by type

Auto.....4%
 Disability6%
 Flex compensation2%
 General liability.....4%
 Workers compensation52%
 Health insurance32%

Claims business by volume

Administration claims paid\$76,000,000

Clients

Corporate.....67
 Association plans1
 Public/government entities19
 Total87

Staff

Total62

Claims services since: 1923.

Geographic areas served: United States.

Officers: Charles R. Warne, chairman/CEO; Dianne Matthews, president/COO; John Lee, executive vp.

Contact: John Lee; 864-255-4886;
jee@hewittcoleman.com.

INDECS Corp.

1099 Wall St. W., Suite 317,
 Lyndhurst, N.J. 7071;
 201-460-3200
www.indecscorp.com

Employee Benefits

2007 revenues

Total\$2,545,000
 Self-insured clients\$2,163,250
 Managed care\$203,600
 Other ..\$178,150; consulting services, premium commissions, stop-loss commissions.
 U.S. clients100%

Services

Claims administration81%
 Claims adjusting2%
 Claims auditing2%
 Other services ...15%; benefit consulting services, managed care, stop-loss.

Claims business by type

Health insurance100%
 Employees covered.....10,128
 Dependents covered8,897
 Dental5%
 Medical95%

Claims business by volume

Administration claims paid\$122,386,830
 Claims adjusted331,478

Clients

Corporate.....2
 Multiemployer welfare plans.....2
 Public/government entities3
 Total7

Staff

Claims staff.....26
 Claims staff for self-insured clients26
 Adjusters11
 Total35

Claims services since: 1983.

Geographic areas served: United States.

Officers: Bruce E. Buchanan Sr., president; Lee Cohen, vp; Judith Klein, secretary.

Contact: Bruce E. Buchanan Sr.; 201-460-3250; *beb@indecscorp.com.*

Inservco Insurance Services Inc.

2 N. Second St.,
 Harrisburg, Pa. 17105;
 800-356-0438
www.inservco.net

Property/Casualty

2007 revenues

Total\$12,256,296
 Self-insured clients\$7,640,598
 Managed care\$2,799,165

Other ..\$1,816,533; CAT fund, safety management, security fund.

U.S. clients100%

Services

Claims administration48%
 Claims adjusting13.3%
 Claims auditing1%
 Other services 37.7%; managed care, safety management.

Claims business by type

Auto.....14%
 General liability.....25%
 Professional liability1%
 Workers compensation60%

Staff

Total75

Parent: Pennsylvania National Mutual Casualty Insurance Co.

Claims services since: 1980.

Geographic areas served: United States.

Officers: Michael Scheib, president/COO.

Contact: Jim Owens, corporate sales and marketing manager.

K

Keenan & Associates

2355 Crenshaw Blvd., Suite 200,
 Torrance, Calif. 90501;
 310-212-3344
www.keenanassoc.com

Employee benefits & Property/casualty

2007 revenues

Total\$124,000,000
 Self-insured clients\$32,500,000
 Insured clients\$2,800,000
 Managed care\$14,800,000
 Other ..\$73,900,000; brokerage and consulting revenue.

U.S. clients100%

Services

Claims administration22%
 Claims adjusting2%
 Claims auditing2%
 Other services 74%; benefits consulting, bill review, financial services, managed care, property/casualty consulting.

Claims business by type

Disability2%
 Flex compensation1%
 General liability.....5%
 Life1%
 Property damage.....5%
 Workers compensation71%
 Health insurance15%

Clients

Corporate.....150
 Public/government entities820
 Total970

Staff

Claims staff for self-insured clients206
 Adjusters10
 Total265

Geographic areas served: United States.

Officers: John Keenan, chairman; Sean K.

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Continued from previous page
 Smith, CEO; David J. De Wenter, executive
 vp/COO.

Contact: David J. De Wenter.

**Key Risk Management
 Services Inc.**

7900 McCloud Road, P.O. Box 49129,
 Greensboro, N.C. 27419;
 336-668-9050
 www.keyrisk.com

Workers compensation

2007 revenues

Total	\$19,255,000
Self-insured clients	\$11,731,000
Managed care	\$7,524,000
U.S. clients	100%

Services

Claims administration	61%
Other services	39%; bill review and PPO, excess placement, loss control, Medicare set asides, onsite case management, Rx program telephonic case management, utilization review.

Claims business by type

Workers compensation	100%
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Claims business by volume

Administration claims paid	\$51,321,593
Claims adjusted	36,048

Clients

Corporate	25
Association plans	9
Public/government entities	18
Total	52

Staff

Claims staff	164
Claims staff for self-insured clients	118
Adjusters	134
Total	237

Parent: W.R. Berkley Corp.

Claims services since: 1986.

Geographic areas served: United States.

Officers: Joe Sykes, chairman/CEO; Rob
 Standen, president; Becky Karr, COO/CFO.

Contact: Len Bluit, assistant vp-business
 development; 800-942-0225, ext. 7959;
 lbluit@keyrisk.com.

L

Loomis Co.

850 N. Park Road, P.O. Box 7011,
 Wyomissing, Pa. 19610-6011;
 610-374-4040
 www.loomisco.com

Employee benefits & Property/casualty

2007 revenues

Total	\$33,124,000
Self-insured clients	\$28,450,000
Insured clients	\$2,670,849
Managed care	\$667,717
Other	\$1,335,434;
U.S. clients	100%

Services

Claims administration	65%
Claims adjusting	17.9%

Claims auditing	3%
Other services	14.1%

Claims business by type

Disability	5%
Flex compensation	10%
Health insurance	84%
Other	1%; HRA, HSA.
Employees covered	165,000
Dependents covered	345,000

Claims business by volume

Administration claims paid ...	\$1,021,000,000
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Clients

Corporate	610
Association plans	10
Multiemployer plans	5
Multiemployer welfare plans	10
Public/government entities	20
Union-sponsored plans	10
Total	665

Staff

Claims staff	200
Claims staff for self-insured clients	200
Adjusters	110
Total	335

Claims services since: 1978.

Geographic areas served: United States.

Officers: James R. Loomis, president; Thomas
 Forsberg, vp; Kathy Schlegel, treasurer.

Contact: James R. Loomis; 484-334-6999;
 jloomis@loomisco.com.

M

Meadowbrook Claims Services

26255 American Drive,
 Southfield, Mich. 48034;
 248-358-1100
 www.meadowbrook.com

Property/Casualty

2007 revenues

Total	\$22,100,000
Self-insured clients	\$8,000,000
Insured clients	\$13,100,000
Other	\$1,000,000; Missouri Department of Insurance.
U.S. clients	100%

Services

Claims administration	35%
Claims adjusting	1%
Other services 64%; claims services to insur- ers.	

Claims business by type

Auto	16%
General liability	14%
Inland marine	6%
Professional liability	5%
Property damage	2%
Surety	1%
Medical malpractice liability	5%
Workers compensation	51%

Claims business by volume

Administration claims paid	\$150,000,000
Claims adjusted	20,000

Clients

Corporate	30
Association plans	30

Public/government entities	50
Total	110

Staff

Claims staff	175
Claims staff for self-insured clients	65
Adjusters	115
Total	646

Parent: Meadowbrook Insurance Group Inc.

Claims services since: 1980.

Geographic areas served: United States.

Officers: Randolph W. Fort, senior vp; Tom
 Tucker, Valerie Haschak, vps.

Contact: Randolph W. Fort; 248-204-8014;
 rfort@meadowbrook.com.

Meritain Health

300 Corporate Parkway,
 Buffalo, N.Y. 14226;
 800-828-6922
 www.meritain.com

Employee Benefits

2007 revenues

Total	\$176,000,000
Self-insured clients	\$157,000,000
Insured clients	\$7,000,000
Managed care	\$11,000,000
Other	\$1,000,000; total population manage- ment, wellness.
U.S. clients	100%

Services

Claims administration	89%
Other services 11%; administrative services, case management, demand management, disease management, member education, total population management, utilization management, value-add services, wellness.	

Claims business by type

Disability	1%
Flex compensation	3%
Health insurance	96%
Employees covered	1,000,000

Claims business by volume

Administration claims paid ...	\$1,800,000,000
--------------------------------	-----------------

Clients

Corporate	1,285
Multiemployer plans	5
Public/government entities	100
Union-sponsored plans	10
Total	1,400

Staff

Claims staff	235
Claims staff for self-insured clients	220
Adjusters	40
Total	1,350

Parent: Prodigy Health Group.

Claims services since: 1983.

Geographic areas served: United States.

Officers: Jacob Canova, chairman/CEO;
 Richard Bukovinsky, president-national sales;
 Dr. Larry Luter, chief medical officer.

Contact: sales@meritain.com.

Murphy & Beane

5901 Green Valley Circle, Suite 145,
 Culver City, Calif. 90230;
 310-649-4470
 www.murphy-beane.com

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Property/Casualty

2007 revenues

Total	\$6,000,000
Self-insured clients	\$2,500,000
Insured clients	\$1,500,000
Other	\$2,000,000, legal services.
U.S. clients	100%

Services

Claims administration	80%
Other services	20%; legal services.

Claims business by type

Auto	10%
General liability	10%
Workers compensation	80%

Claims business by volume

Administration claims paid	\$25,000,000
Claims adjusted	5,000

Clients

Corporate	30
Public/government entities	10
Total	40

Staff

Claims staff	30
Claims staff for self-insured clients	25
Adjusters	25
Total	50

Claims services since: 1946.
Geographic areas served: United States.
Officers: Richard A. Hormel, president, Mark Teehan, Dave Richardson, vps.
Contact: Richard A. Hormel; rhormel@murphy-beane.com; David Richardson, d.richardson@murphybeane.com.

N

NovaPro Risk Solutions L.P.

401 W. A St., Suite 1400,
 San Diego, Calif. 92101;
 619-557-2777
www.novaprorisk.com

Property/Casualty

2007 revenues

Total	\$28,000,000
Self-insured clients	\$12,500,000
Insured clients	\$15,000,000
Managed care	\$500,000

Services

Claims administration	28%
Claims adjusting	16%
Claims auditing	1%
Other services	55%; claims services for insurers, managed care.

Claims business by type

Auto	22%
General liability	30%
Property damage	4%
Workers compensation	24%
Other	20%, construction defect.

Claims business by volume

Administration claims paid	\$63,900,000
Claims adjusted	48,981
Auditing projects conducted	5

Clients

Corporate	109
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Public/government entities	62
Total	171

Staff

Claims staff	269
Claims staff for self-insured clients	207
Adjusters	248
Total	338

Parent: NovaPro-US Risk L.L.C.
Geographic areas served: Europe, United States.
Officers: Randall G. Goss, CEO; Ken Perilli, CFO; Russ Whitmarsh, COO.
Contact: Jon Sevison, vp; jsevison@novaprorisk.com.

P

PMA Management Corp.

380 Sentry Parkway,
 Blue Bell, Pa. 19422;
 800-222-2749
www.pmagroup.com

Property/Casualty

2007 revenues

Total	\$26,400,000
Self-insured clients	\$15,800,000
Insured clients	\$1,600,000
Managed care	\$7,900,000
Other	\$1,100,000; risk control.
U.S. clients	100%

Services

Claims administration	59.8%
Other services	40.2%; bill review, case management, risk control, risk management information systems.

Claims business by type

Auto	8%
General liability	6%
Property damage	1%
Workers compensation	85%

Claims business by volume

Administration claims paid	\$265,000,000
Claims adjusted	50,000

Clients

Corporate	106
Association plans	20
Public/government entities	35
Total	161

Staff

Adjusters	123
Total	180

Parent: PMA Capital.
Claims services since: 1915.
Geographic areas served: United States.
Officers: Frank Altiere, president; George Dugan, vp-claims; Michael MacAulay, vp-sales.
Contact: Michael MacAulay; michael_macaulay@pmagroup.com.

Peter J. McBreen & Associates Inc.

20 N. Wacker Drive, Suite 2520,
 Chicago, Ill. 60606;
 312-332-4307
www.mcmbreen.com

Property/Casualty

2007 revenues

Total	\$1,820,000
Self-insured clients	\$800,000
Insured clients	\$1,000,000
Managed care	\$20,000
U.S. clients	70%
Non-U.S. clients	30%

Services

Claims administration	24%
Claims adjusting	19%
Claims auditing	1%
Other services	56%

Claims business by type

General liability	15%
Property damage	15%
Other	70%, aviation.

Claims business by volume

Administration claims paid	\$4,000,000
Claims adjusted	100
Auditing projects conducted	5

Clients

Corporate	50
Multiemployer plans	20
Public/government entities	20
Total	90

Staff

Claims staff	25
Claims staff for self-insured clients	15
Adjusters	23
Total	30

Geographic areas served: Canada, Latin America, Mexico, United States.
Officers: Hugh G. McBreen, chairman; Paul J. McBreen, president.
Contact: Hugh G. McBreen; mcbreenchg@aol.com.

Physician Captives L.L.C.

14382 U.S. Highway 19 S.,
 Thomasville, Ga. 31799;
 229-226-1937
www.physiciancaptives.com

Employee benefits & Property/casualty

2007 revenues

Total	\$1,100,000
Self-insured clients	\$1,100,000
U.S. clients	100%

Services

Claims administration	100%
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Claims business by type

Life	5%
Medical malpractice liability	80%
Health insurance	15%

Claims business by volume

Administration claims paid	\$700,000
Claims adjusted	250

Clients

Association plans	5
Multiemployer welfare plans	2
Total	7

Staff

Claims staff	4
Claims staff for self-insured clients	4
Adjusters	1
Total	14

Claims services since: 2001.

Continued on next page

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Geographic areas served: United States.
Officers: Carol Dixon, CFO; Michele Crozier, COO; Robert Thomas III, partner/corporate secretary.
Contact: Carol Dixon.

Pinnacle Risk Management Services

P.O. Box 19990,
 Portland, Ore. 97280-0999;
 503-245-9756
www.pinnaclelisk.com

Property/Casualty

2007 revenues

Total\$16,750,000
 Self-insured clients\$13,750,000
 Insured clients\$1,000,000
 Managed care\$2,000,000
 U.S. clients100%

Services

Claims administration90%
 Claims adjusting2%
 Claims auditing1%
 Other services7%

Claims business by type

Auto10%
 General liability20%
 Professional liability10%
 Medical malpractice liability10%
 Workers compensation50%

Claims business by volume

Administration claims paid\$649,000,000
 Claims adjusted45,000
 Auditing projects conducted7

Clients

Corporate60
 Association plans6
 Public/government entities45
 Total111

Staff

Claims staff138
 Claims staff for self-insured clients83
 Adjusters101
 Total157

Parent: Workers Compensation Fund.

Claims services since: 1963.

Geographic areas served: United States.

Officers: Robert Short, CEO; Steven Self, senior vp; John D. Huffman, senior vp-marketing and business development.

Contact: John D. Huffman; 480-367-2000;
jhuffman@pinnaclelisk.com.

Principal Financial Group/National Accounts

1275 N.W. 128th St., Suite 100,
 Clive, Iowa 50325;
 877-273-0900; fax: 866-389-7671
www.principal.com

Employee Benefits

2007 revenues

Total\$167,280,087
 Self-insured clients\$140,410,763
 Insured clients\$9,017,312
 Other\$17,852,012, wellness.

U.S. clients100%

Services

Claims administration83.9%
 Other services16.1%; claim services for insurers, wellness.

Claims business by type

Disability1%
 Health insurance99%
 Employees covered438,879
 Dependents covered437,910
 Dental5.4%
 Medical83.8%
 Prescription drugs9.8%
 Vision1%

Claims business by volume

Administration claims paid ...\$2,302,253,549

Clients

Corporate298
 Public/government entities65
 Total363

Staff

Claims staff773
 Claims staff for self-insured clients773
 Total1,553

Claims services since: 1950.

Geographic areas served: United States.

Officers: Maria Volante, vp-national accounts; Wayne Ellis, COO-national accounts; Diane Howe, assistant vp-claims.

Contact: Mitch Hansen, national vp-sales and marketing; 317-874-3904;
hansen.mitch@principal.com.

ProClaim America Inc.

9800 Centre Parkway, Suite 650,
 Houston, Texas 77036;
 800-771-9818
www.proclaimamerica.com

Property/Casualty

2007 revenues

Total\$7,800,000
 Self-insured clients\$5,500,000
 Insured clients\$860,000
 Other \$1,440,000; claims auditing, risk management audits.

U.S. clients85%
 Non-U.S. clients15%

Services

Claims administration51%
 Claims adjusting15%
 Claims auditing6%
 Other services28%; risk management.

Claims business by volume

Administration claims paid\$150,000,000
 Claims adjusted3,800
 Auditing projects conducted30

Clients

Corporate320
 Total320

Staff

Claims staff45
 Claims staff for self-insured clients45
 Adjusters45
 Total60

Claims services since: 1996.

Geographic areas served: United States.

Officers: Joseph J. Costantino, president; Joseph J. D'heron, executive vp-marketing.

Contact: Joseph J. D'heron;
jdheron@proclaimamerica.com.

Professional Benefit Administrators Inc.

900 Jorie Blvd., Suite 250,
 Oak Brook, Ill. 60523;
 630-286-4646
www.pbaclaims.com

Employee Benefits

2007 revenues

Total\$14,154,134
 Self-insured clients\$14,154,134
 U.S. clients100%

Services

Claims administration100%

Claims business by type

Flex compensation5%
 Health insurance95%
 Employees covered44,635
 Dependents covered53,200

Claims business by volume

Administration claims paid\$318,479,376

Clients

Corporate127
 Multiemployer plans3
 Public/government entities33
 Total163

Staff

Adjusters22
 Total143

Claims services since: 1985.

Geographic areas served: United States.

Officers: Ronald Walter, president; David Plumb, COO; Jeffrey Walter, Steven Walter, vps.

Contact: Ronald Walter;
rwalter@pbaclaims.com.

R

Risk Enterprise Management Ltd.

2540 Route 130, Suite 109,
 Cranbury, N.J. 08512;
 609-495-0020
www.remltd.com

Property/Casualty

2007 revenues

Total\$40,165,000
 Self-insured clients\$37,345,000
 Managed care\$2,820,000
 U.S. clients100%

Services

Claims administration93%
 Other services7%; managed care, special investigation units.

Claims business by type

Auto3%
 General liability17%
 Professional liability1%
 Property damage6%
 Workers compensation72%
 Other1%, construction defect.

Claims business by volume

Administration claims paid\$455,000,000

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Claims adjusted	87,000
Clients	
Corporate	133
Association plans	14
Public/government entities	4
Total	151
Staff	
Claims staff	301
Claims staff for self-insured clients	301
Adjusters	212
Total	375

Parent: Fund Management Group.

Claims services since: 1995.

Geographic areas served: United States.

Officers: Michael Riney, president/CEO; Paula Maguire, senior vp-field operations; Matthew T. Craig, senior vp-sales and marketing; Trey Delaney, senior vp-client services.

Contact: Matthew T. Craig; matthew.craig@remtld.com.

Risk Management Resources

8315 Cantrell Road, Suite 300,
Little Rock, Ark. 72227;
501-614-1108
www.rkfl.com

Property/Casualty

2007 revenues

Total	\$3,200,000
Self-insured clients	\$3,200,000

Services

Claims administration	100%
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Claims business by type

General liability	5%
Professional liability	20%
Property damage	5%
Workers compensation	70%

Clients

Corporate	18
Association plans	8
Public/government entities	2
Total	28

Staff

Claims staff for self-insured clients	14
Adjusters	14
Total	23

Parent: BancorpSouth Insurance Services.

Claims services since: 1981.

Geographic areas served: United States.

Officers: Linda Collins, COO; Jill Johnson, claims director; Dwayne McAnally, loss control director.

Contact: Linda Collins.

S

Scibal Associates Inc.

P.O. Box 500,
Somers Point, N.J. 08244-0500;
609-653-8400
www.scibal.com

Property/Casualty

2007 revenues

Total	\$15,550,000
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Self-insured clients	\$10,100,000
Insured clients	\$550,000
Other	\$4,900,000; MGA
U.S. clients	100%

Services

Claims administration	65%
Other services 35%; claims service for insurers. MGA	

Claims business by type

Auto	5%
General liability	25%
Professional liability	3%
Property damage	5%
Workers compensation	62%

Claims business by volume

Administration claims paid	\$145,437,167
Claims adjusted	45,774

Clients

Corporate	40
Association plans	15
Public/government entities	430
Total	485

Staff

Claims staff	143
Claims staff for self-insured clients	115
Adjusters	85
Total	176

Parent: Alterra Group Inc.

Claims services since: 1953.

Geographic areas served: United States.

Officers: David A. Scibal, president/CEO; Thomas M. Basil Jr., executive vp; Stephen J. Scibal, secretary/treasurer.

Contact: Lindsay S. Becotte, vp-operations; 609-653-8400, ext. 2017; lbecotte@sciadvantage.com.

Sedgwick Claims Management Services Inc.

1100 Ridgeway Loop,
Memphis, Tenn. 38120;
901-415-7400
www.sedgwickcms.com

Employee benefits & Property/casualty

2007 revenues

Total	\$660,012,871
Self-insured clients	\$576,344,047
Managed care	\$64,874,718
Other	\$18,794,106; insured claims, state fund.

U.S. clients	98%
Non-U.S. clients	2%

Services

Claims administration	88%
Other services	12%; insured claims, managed care, managed care organization, state fund.

Claims business by type

Auto	9%
Disability	20%
General liability	25%
Medical malpractice liability	1%
Workers compensation	44%
Other	1%

Claims business by volume

Administration claims paid	\$6,500,996,828
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Clients

Corporate	741
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Association plans	30
Multiemployer welfare plans	12
Public/government entities	172
Total	955

Staff

Claims staff	5,730
Claims staff for self-insured clients	5,157
Adjusters	3,109
Total	6,190

Parent: Sedgwick CMS Holdings Inc.

Claims services since: 1971.

Geographic areas served: Canada, United States.

Officers: David A. North, president/CEO; Billy Brewer, executive vp/CFO; Robert J. Peterson, executive vp; James B. Wiertelak, COO.

Contact: Robert J. Peterson; 901-415-7526; robert.peterson@sedgwickcms.com.

Self Insured Plans L.L.C.

1016 Collier Center Way, Suite 200,
Naples, Fla. 34110;
239-449-1877
www.selfinsuredplans.com

Employee Benefits

2007 revenues

Total	\$4,700,000
Self-insured clients	\$4,500,000
Managed care	\$200,000
U.S. clients	100%

Services

Claims administration	95.7%
Other services	4.3%; managed care.

Claims business by type

Flex compensation	10%
Health insurance	90%
Employees covered	7,311
Dependents covered	15,353
Dental	15%
Medical	80%
Vision	5%

Claims business by volume

Administration claims paid	\$149,000,000
Claims adjusted	206,000

Clients

Corporate	86
Public/government entities	26
Total	112

Staff

Claims staff	11
Claims staff for self-insured clients	11
Adjusters	4
Total	17

Claims services since: 1995.

Geographic areas served: United States.

Officers: Stephen F. Rasnick, president; Joanne Rasnick, CFO; Brian Rasnick, vp-sales.

Contact: Stephen F. Rasnick; steve@selfinsuredplans.com.

Business Insurance's directories may now be purchased and downloaded in an Excel spreadsheet or PDF format in the directories area of www.businessinsurance.com.

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Southeastern Indiana Health Operations dba SIHO Insurance Services

417 Washington St., P.O. Box 1787,
Columbus, Ind. 47202;
812-378-7000
www.siho.org

Employee Benefits

2007 revenues

Total\$13,962,700
Self-insured clients\$8,180,600
Insured clients\$3,539,000
Managed care\$1,706,000
Other\$537,100; commission, interest,
rental, shared savings.
U.S. clients100%

Services

Claims administration58.5%
Other services41.5%; claims services for
insurers, commissions, interest, managed
care, rental, shared savings.

Claims business by type

Disability2%
Flex compensation2%
Health insurance96%

Claims business by volume

Administration claims paid\$209,518,210
Claims adjusted2,764
Auditing projects conducted28

Clients

Corporate103
Association plans2
Public/government entities24
Total129

Staff

Claims staff28
Claims staff for self-insured clients20
Total134

Claims services since: 1987.

Geographic areas served: United States.

Officers: David S. Barker, president/CEO; Jim Funcheon, senior vp-operations; Marc Rothbart, senior vp/CFO.

Contact: David S. Barker.

Specialty Risk Services L.L.C.

225 Asylum St., Goodwin Square,
16th Floor,
Hartford, Conn. 06103;
888-236-4684
www.specialtyriskservices.com

Property/Casualty

2007 revenues

Total\$264,000,000
Self-insured clients\$221,300,000
Insured clients\$7,200,000
Managed care\$24,300,000
Other\$11,200,000; loss control, risk man-
agement information systems.
U.S. clients100%

Services

Claims administration83%
Other services 17%; claims services to insur-
ers, loss control, managed care.

Claims business by type

Auto9%

General liability18%
Workers compensation73%

Claims business by volume

Administration claims paid ...\$2,100,000,000

Clients

Corporate1,050
Public/government entities23
Total1,073

Staff

Claims staff1,395
Claims staff for self-insured clients1,172
Adjusters905
Total1,574

Parent: Hartford Financial Services Group Inc.

Claims services since: 1990.

Geographic areas served: Canada, United States.

Officers: Joe Boures, president; Pam Rip-pens, senior vp-account management; Jim Ryan, senior vp-operations.

Contact: Michael Cirillo, senior vp-sales;
860-520-2535.

Summit Point Consulting

7951 E. Maplewood Ave.,
Greenwood Village, Colo. 80111;
303-721-3265
www.summitpointconsulting.com

Property/Casualty

2007 revenues

Total\$640,000
Self-insured clients\$640,000
U.S. clients100%

Services

Claims administration99%
Claims auditing1%

Claims business by type

Auto68%
General liability2%
Professional liability3%
Property damage8%
Workers compensation17%
Other2%; bond, cyber risk, employment
practices liability insurance, environmental,
fiduciary, medical stop loss, workplace vio-
lence.

Claims business by volume

Administration claims paid\$2,137,473
Claims adjusted622
Auditing projects conducted1

Clients

Corporate1
Public/government entities1
Total2

Staff

Claims staff6
Claims staff for self-insured clients6
Adjusters5
Total6

Parent: Farm Credit Council.

Claims services since: 1976.

Geographic areas served: United States.

Officers: Jim Grauerholz, chairman; Ron Carli, vice chairman; Gary Dillinger, general counsel.

Contact: Bill Rush, director-risk manage-
ment; bill.rush@summitpointconsulting.com.

T

TRISTAR Risk Management

100 Oceangate, Suite 700,
Long Beach, Calif. 90802;
562-495-6600
www.tristarrisk.com

Employee benefits & Property/casualty

2007 revenues

Total\$51,000,000
Self-insured clients\$38,400,000
Insured clients\$600,000
Managed care\$11,000,000
Other\$1,000,000; program management,
staffing services.
U.S. clients100%

Services

Claims administration75%
Claims adjusting2%
Claims auditing1%
Other services22%; claims services for
insurers, managed care, program manage-
ment, staffing services.

Claims business by type

Auto2%
Flex compensation1%
General liability7%
Professional liability3%
Property damage2%
Workers compensation80%
Health insurance5%

Claims business by volume

Administration claims paid\$673,000,000
Claims adjusted1,800
Auditing projects conducted5

Clients

Corporate70
Association plans12
Public/government entities109
Total191

Staff

Claims staff523
Claims staff for self-insured clients497
Adjusters281
Total667

Parent: TRISTAR Insurance Group.

Claims services since: 1987.

Geographic areas served: United States.

Officers: Tom Veale, president; Joe McLaughlin, senior vp-sales and marketing;
Denise Cotter, CFO.

Contact: Joe McLaughlin; 970-259-1857;
joe.mclaughlin@tristargroup.net.

V

Variable Protection Administrators Inc.

6902 Pearl Road, Suite 500,
Cleveland, Ohio 44130;
440-884-5454
www.vpa-online.com

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Employee Benefits

2007 revenues

Total	\$350,000
Self-insured clients	\$340,000
Other	\$10,000
U.S. clients	100%

Services

Claims administration	95%
Claims adjusting	3%
Claims auditing	0.5%
Other services	1.5%

Claims business by type

Health insurance	100%
Employees covered	1,526
Dependents covered	3,125
Dental	5%
Medical	87%
Prescription drugs	5%
Vision	3%

Claims business by volume

Administration claims paid	\$14,523,426
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Clients

Corporate	20
Multiemployer plans	2
Public/government entities	3
Total	25

Staff

Claims staff for self-insured clients	5
Adjusters	2
Total	8

Claims services since: 1968.

Geographic areas served: United States.

Officers: David Manley, president; Timothy Eisenmann, vp; Kathi Cannon, claims manager.

Contact: David Manley; Kathi Cannon, klcannon@ix.netcom.com.

VeriClaim Inc.

1833 Centre Pointe Circle, Suite 139,
Naperville, Ill. 60563-1484;
630-245-7000
www.vericclaiminc.com

Property/Casualty

2007 revenues

Total	\$50,000,000
Self-insured clients	\$15,000,000
Insured clients	\$35,000,000
U.S. clients	85%
Non-U.S. clients	15%

Services

Claims administration	6%
Claims adjusting	24%
Other services ..70%; claims administration, claims adjusting, surveys and investigations for insurers.	

Claims business by type

Auto	5%
General liability	20%
Inland marine	5%
Ocean marine	5%
Business interruption	15%
Property damage	50%

Claims business by volume

Administration claims paid	\$250,000,000
Claims adjusted	10,000

Clients

Corporate	400
Association plans	50
Public/government entities	25
Total	475

Staff

Claims staff	380
Claims staff for self-insured clients	272
Adjusters	90
Total	60

Claims services since: 1918.

Geographic areas served: Mexico, United States.

Officers: Joseph Dotoli, chairman; Michael Arbour, president/CEO; Robert Hogue, CFO.

Contact: Barry Drury, vp-sales and marketing; 678-429-1967
bdrury@vericclaiminc.com.

W

WEB-TPA

8500 Freeport Parkway, Suite 400,
Irving, Texas 75063;
469-417-1700
www.webtpa.com

Employee Benefits

2007 revenues

Total	\$15,091,000
Self-insured clients	\$9,549,000
Insured clients	\$3,469,000
Managed care	\$2,073,000
U.S. clients	100%

Services

Claims administration	65%
Other services;	35%

Claims business by type

Flex compensation	1%
Health insurance	99%
Employees covered	96,472
Dependents covered	57,576
Dental	5%
Medical	94%
Vision	1%

Claims business by volume

Administration claims paid	\$257,400,000
Claims adjusted	12,132
Auditing projects conducted	11583

Clients

Corporate	41
Public/government entities	20
Total	61

Staff

Claims staff	30
Claims staff for self-insured clients	27
Adjusters	30
Total	134

Parent: AmWins Inc.

Claims services since: 1995.

Geographic areas served: United States.

Officers: Mike McCabe, president; Joe Pascullo, COO; Megan Rigby, vp-business development.

Contact: Chris Calvery, marketing and sales manager; chris@webtpa.com.

Wells Fargo Third Party Administrators and Wells Fargo Disability Management

426 Leon Sullivan Way,
Charleston, W.Va. 25301-1713;
800-332-4732
www.wellsfargo.com

Employee benefits & Property/casualty

2007 revenues

Total	\$82,237,772
Self-insured clients	\$70,191,707
Managed care	\$8,414,492
Other\$3,631,573; concessions, PPO, telephone services.	
U.S. clients	100%

Services

Claims administration	85.3%
Other services 14.7%; concession, telephone services, managed care services for insurers.	

Claims business by type

Disability	1%
Flex compensation	1%
Workers compensation	17%
Health insurance	80%
Other1%; concession, pensions	
Employees covered	430,549
Dental	8%
Medical	90%
Prescription drugs	1%
Vision	1%

Claims business by volume

Administration claims paid ...	\$1,743,497,050
Claims adjusted	8,125,316

Clients

Corporate	798
Association plans	3
Multiemployer plans	4
Multiemployer welfare plans	3
Public/government entities	55
Union-sponsored plans	5
Total	868

Staff

Claims staff	701
Claims staff for self-insured clients	650
Total	907

Parent: Wells Fargo & Co.

Claims services since: 1946.

Geographic areas served: United States.

Officers: Richard H. Legg, senior vp/COO-Wells Fargo Third Party; David P. Cook, senior vp-Wells Fargo Disability Management.

Contact: Wells Fargo Third Party (employee benefits), Richard H. Legg, 800-332-4732, ext. 8779; Wells Fargo Disability Management (workers compensation), David P. Cook, 800-833-1870, ext. 3771, david_p_cook@wellsfargo.com.

Western Litigation Inc.

9821 Katy Freeway, Suite 600,
Houston, Texas 77024;
713-935-8820
www.westernlitigation.com

Property/Casualty

2007 revenues

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Total	\$12,500,000
Self-insured clients	\$7,000,000
Insured clients	\$5,500,000
U.S. clients	100%

Services

Claims administration	56%
Other services 44%; claim services for insurers, risk management consulting.	

Claims business by type

General liability	3%
Medical malpractice liability	97%

Claims business by volume

Administration claims paid	\$125,000,000
Claims adjusted	7,500
Auditing projects conducted	3

Clients

Corporate	55
Total	55

Staff

Claims staff	28
Claims staff for self-insured clients	15
Adjusters	33
Total	75

Parent: Arthur J. Gallagher & Co.

Claims services since: 1994.

Geographic areas served: United States.

Officers: Robert Blasio, president/CEO; Tamara LeFevre, executive vp/chief legal officer.

Contact: Robert Blasio,
robert_blasio@ajg.com; Richard Littledale,
vp/director-business development and marketing; 713-935-8840;
richard_littledale@ajg.com.

Y

York Insurance Services Group Inc.

99 Cherry Hill Road,
Parsippany, N.J. 07054;
877-927-2255
www.yorkisg.com

Property/Casualty

2007 revenues

Total	\$119,000,000
Self-insured clients	\$36,300,000
Insured clients	\$64,000,000
Managed care	\$17,500,000
Other \$1,200,000; special investigation units, surveillance and recovery.	
U.S. clients	95%
Non-U.S. clients	5%

Services

Claims administration	30%
Claims adjusting	2%
Claims auditing	1%
Other services .67%; environmental consulting, residual auto, private passenger and commercial auto, special investigation units, surveillance and recovery, transportation and logistics.	

Claims business by type

Auto	27%
General liability	27%
Inland marine	2%
Professional liability	2%

Business interruption	2%
Property damage	24%
Medical malpractice liability	1%
Workers compensation	15%

Claims business by volume

Administration claims paid	\$1,650,000,000
Claims adjusted	120,000
Auditing projects conducted	2

Clients

Corporate	425
Public/government entities	402
Total	827

Staff

Claims staff	731
Claims staff for self-insured clients	350
Adjusters	706
Total	833

Claims services since: 1961.

Geographic areas served: Canada, Europe, Latin America, Mexico, United States.

Officers: Thomas MacArthur, chairman/CEO; Richard Taketa, president-York Risk Management Associates Inc.; Mark Aussicker, president-York Programs.

Contact: MaryBeth Iannaccone;
marybeth.iannaccone@york-claims.com.