

TPA SERVICES

Anchor Claims Management, Inc. is the Third Party Administrator (TPA) for our occupational injury benefits. The services provided by Anchor shall consist of:

Claims management and tracking

- Processing of bill, review, and recommendation of claims handling
- Letter of recommendation on payment of medical charges

Anchor **does not provide** outside case management, investigation expenses, and cost of litigation (including legal fees). Anchor may recommend that we incur such expenses or assist us in arranging for these services, but will only do so with our permission at our expense. Our policy **does** include coverage for these costs when in excess of our SIR and they must be submitted through the normal claims processing channels.

On-site orientation of employees and Check writing services are available to us at an additional cost. We will contact Byron McBride at (214) 295-1543 for a quote if desired.

Medical Bill Review is provided by Anchor on all medical bills. There is no charge for this service unless there is a saving to insured. If the claim is within the SIR the fee charged to the insured will be 20% of the savings between the billed amount and the recommended payment produced by the Anchor audit, and 38% of any savings if billed and/or audit amount is reduced through the use of a PPO network. If the claim is in excess of the SIR, there is no charge to the insured for this service.

ACM NON SUBSCRIPTION DEPARTMENT

➤ **Byron McBride (Claims Manager)**

Prior experience in workers' compensation, general liability and commercial auto, as an adjuster, supervisor and manager. Licensed in Texas and Kentucky. Prior employment with Liberty Mutual, Electronic Data Systems and Lumbermen's Underwriting Alliance; over 20 years experience.

➤ **Craig Hutson (Nonsubscription Claims Adjuster)**

Licensed adjuster in Texas. Prior experience as a claims processor and examiner. Prior employment experience with Cunningham Lindsey. Over 15 years experience.

➤ **Deborah Harvey (Claims Adjuster)**

Prior experience as customer service representative for mortgage company. Prior employment experience with Countrywide Home Loans. Over 15 years experience.

➤ **Diane Burkham (Medical Only Adjuster)**

Prior experience as multi-lines claims assistant (auto, commercial, general liability and occupational injury). Supervised a support staff which maintained claims files, performed bill auditing and check writing. Prior employment experience with Associated Managing Agency; over 27 years experience.

➤ **Argelia Castanon (Medical Only Adjuster)**

Licensed adjuster in Texas. Prior experience as a claims processor and claims set up. Over 15 years of experience.