



PENDULUM CLAIMS MANAGEMENT

Pendulum Claims Management offers Professional and General Liability Claims Management to the aging services industry. As a boutique claims management firm, Pendulum customizes our services specifically to meet our clients' needs.

Pendulum's unique team of experienced claim managers, insurance specialists, attorneys, and technical support personnel operates as a full-service Third-Party Administrator. These services include:

- Claims Management
- Loss Fund Management
- Investigations
- Loss and Expense Reporting
- Litigation Support
- Trial Monitoring
- Mediation Attendance

Pendulum Claims Management services are customized to meet our clients' needs. Our standards—including reporting procedures and security protocols—are determined by the client, in conjunction with Pendulum's claims support team. These standards include:

- Claim Notification Procedures
- Financial Authority Levels
- Reporting Requirements
- Payment Procedures
- Client Specific Requests

Pendulum Claims Management services include professional and technical support for our secure, web-based claims management information system (CMIS). This support includes:

- Financial Management
- Litigation Management
- General and Client-Specific Auditing
- Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA) Reporting
- Customized Reporting (extra charges apply, see samples on back)

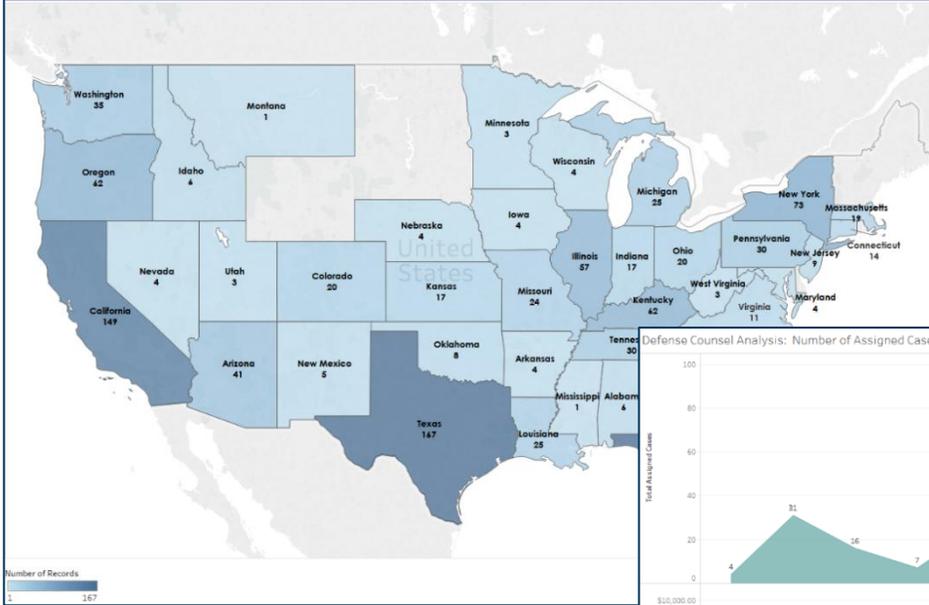
For more information, call or email us!

P E N D U L U M
Claims Management Services

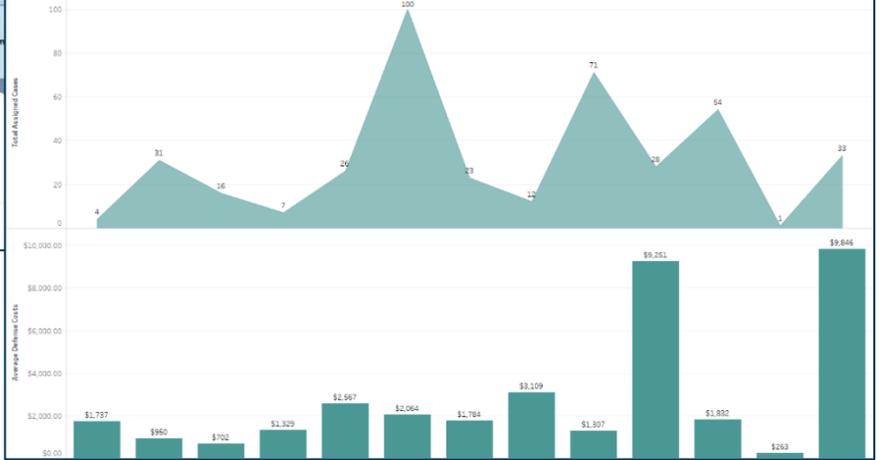
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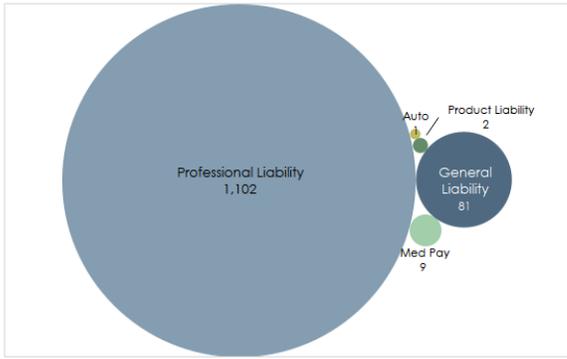
Open Claims Per State



Defense Counsel Analysis: Number of Assigned Cases vs. Average Defense Costs Per Case



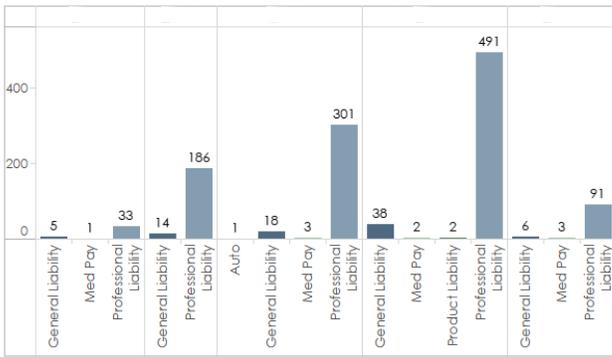
Total Open Claims Per Claim Type



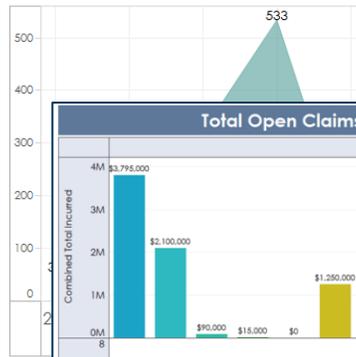
Average Life of File (Days Open) Per Claim Status

Claimant Status Desc	Claim	Incident	Notice Only	Suit
Closed	359.0	329.3	282.8	406.1
Open	207.2	171.9	339.5	266.0
Re-Open	307.8	303.6		404.0

Open Claim Type Per Policy Year



Total Open Claims Per Policy Year



Total Open Claims and Total Incurred Per Jurisdiction

