

TPA and Risk Services

PMA'S HOLISTIC APPROACH TO REDUCING A CLIENT'S TOTAL COST OF RISK

PRE-LOSS

Strategic loss prevention measures reduce loss exposures, claims, and cost of risk

LOSS-REDUCTION

Results-driven claims and managed care programs to control claims costs

POST-LOSS

Peer benchmarking, stewardship reporting, RMIS tools to identify trends and prevent future losses



PMA is a premier provider of Third-Party Administration (TPA) and Risk Services in the US. We offer a unique, holistic approach to managing the cost of risk and providing results-driven TPA and Risk Services.

SERVICE OFFERINGS

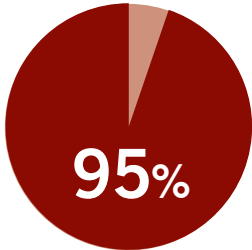
We provide complete, multi-level claims and risk management services and offer:

- **Account Management Team:** Account Executive, Client Service Manager, Triage Nurses, Nurse Case Manager, Risk Control, and Claims Professionals
- **Triage/Intervention Nurses:** intervenes on all lost-time and high-risk, medical-only workers' compensation claims
- **Pharmacy Nurse Specialists:** 100% dedicated to prescription drug oversight with focus on regulating narcotic dispensing
- **Quality Assurance Program:** ensures excellence in all areas of claims management services
- **PMA Webservice®:** an online portal of safety and risk management resources
- **Analytics, Benchmarking and Stewardship Reporting:** turns data into actionable information for better business decisions

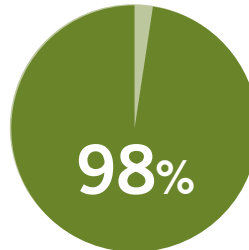


TPA AND RISK SERVICES CLIENTS

- Over 500 clients
- Captives and Self-Insured Groups: 50
- Insurance Carriers: 20
- Industries: Public Entities; Healthcare; Education; Food Manufacturing (Wholesale & Retail); Financial, Insurance & Real Estate; Manufacturing; Not-for-Profit; Retail/Wholesale Trade; Transportation; Utilities



On average, 95% of our clients would recommend PMA to a friend or colleague, per independent surveys.



PMA's TPA & Risk Services client retention rate averages 98%.

HERE'S WHAT OUR CLIENTS ARE SAYING:

"It's been important for us to standardize our risk management efforts enterprise-wide, but also to preserve the community and autonomy within each facility. PMA has helped us approach this effort holistically, always with the best interests of our employees and organization driving the strategy—the positive results of which are improving our system in large and small ways every day."

—**Monica Manske**
Senior Manager, Workers' Compensation & Employee Safety/Ergonomics, Rochester Regional Health



"UPenn's office of risk management is a strategic, global, enterprise-wide risk management practice. We rely on great partners to help us achieve impactful results for the organization. PMA has been an invaluable workers' compensation risk management partner over the last 10 years, helping us to improve safety, reduce losses, and lower our total cost of risk—all during a time of significant expansion for UPenn."

—**Ben Evans**
Executive Director of Risk Management, University of Pennsylvania



For additional information, please contact:

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