

MMA TPA Services

A proven, proactive approach to improving professional and general liability claims management.

Our third-party administrator (TPA) services manage and mitigate professional and general liability claims for healthcare organizations. In the event of a claim, MMA TPA works with you to expedite resolution and/or achieve better claims outcomes while aligning with your organization's philosophy.

Team of Dedicated Claims Examiners

MMA TPA clients are assigned a dedicated Claims Examiner who understands the ins and outs of your organization. Averaging over 20 years of experience in healthcare professional liability claims, a majority of whom are licensed attorneys, you can feel confident your claims professional is proficient in obtaining the best possible outcomes. Our specialties include but are not limited to Hospital, Urgent Care, Dental, Correctional Health and Senior Living. The experience of our examiners combined with a proprietary claim/risk model has yielded extraordinary results on asserted claim mitigation.

The MMA Approach

 <p>Rapid Identification</p>	 <p>Litigation Controls</p>	 <p>Data & Metrics</p>
Rapid identification of potential claims for rapid intervention and resolution.	Tight litigation controls and management contains expenses and reduces severity.	Key data and metrics identify risk management and program savings.



“Claims are a problem for any organization. Not only are they costly and time consuming to manage, but the process is also extremely frustrating. From difficult attorneys to difficult venues, no one likes having claims. I elected MMA TPA Services to help manage my liability claims over a year ago and in that short time, they’ve made the process tolerable. They’ve been able to help take away a lot of the frustrations and given me back time in my day to handle other important matters. I would recommend MMA TPA to any healthcare organization who needs help managing their liability claims.”

- Steve Miller, President
Bridgemark Healthcare

Your future is limitless.SM



Claims and Litigation Management: We've built robust procedures to ensure we maintain a high level of data integrity, communication and aggressive strategy development throughout the life of a claim. Those best practices include, but are not limited to:

- Early identification of claims that can and should be resolved early to achieve better outcomes for your organization
- Defense counsel oversight to ensure adherence with litigation guidelines
- Bill review conducted by your claims examiner, not a computer or a third party
- Policy limits monitoring to ensure we utilize the leverage depleting limits may provide
- Coverage analysis
- Reserving practices based on the facts of the case
- Expert and vendor recommendations established by our experience



Loss Trending: Loss coding and trending is not uncommon in this industry, but often provide too many options leaving you with weak trending data. We've developed industry specific codes and simplified them by breaking events down by what happened, the injury and the outcome. This helps to provide our clients with a clearer picture of their risk and improves their ability to identify areas of opportunity.



Interactive RMIS System Access: While all TPAs provide access to their claims management systems (typically referred to as a RMIS system), the level of access provided is very limited. However, we believe collaboration is key to our success. Our system allows clients to play a more significant role in the data and claim management process. Clients can enter in their own claims, add notes, documents, set tasks for themselves or others and run dozens of different templated reports, as well as create their own ad hoc reports.



Loss Fund Management: We will establish an escrow account on behalf of our clients and take on the time consuming process of paying defense counsel invoices and settlements.



MMSEA Reporting: Section 111 of the Medicare, Medicaid, and SCHIP Extension Act of 2007 (MMSEA) added mandatory reporting requirements with respect to Medicare beneficiaries who receive settlements, judgments, awards, or other payment from liability insurance, including self-insurance programs. MMA TPA manages this process and ensures 100% compliance with the quarterly reporting requirement. We can also manage state reporting and NPDB reporting upon request.

Learn More

Interested in learning what MMA TPA Services can do for your healthcare organization? Reach out to our team to learn more.

[MarshMMA.com](https://www.marshmma.com)

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Marsh & McLennan Agency LLC shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting or legal matters are based solely on our experience as consultants and are not to be relied upon as actuarial, accounting, tax or legal advice, for which you should consult your own professional advisors. Any modeling analytics or projections are subject to inherent uncertainty and the analysis could be materially affected if any underlying assumptions, conditions, information or factors are inaccurate or incomplete or should change. d/b/a in California as Marsh & McLennan Insurance Agency LLC. Copyright © 2022 Marsh & McLennan Agency LLC. All rights reserved. MarshMMA.com



A business of Marsh McLennan