



HEALTHCARE

At Arch Insurance Group, Arch Healthcare provides medical professional and general liability insurance for the healthcare industry including facilities, hospitals and clinics with coverage available in all 50 states and Canada.

Facilities

Customer Profile

Arch Healthcare has a broad underwriting appetite including over 50 classifications of health care facilities in these categories.

- Counseling
- Home Care
- Rehabilitation
- Hospice
- Laboratories
- Schools
- Treatment
- Surgical

Key Features/Capacity

We offer comprehensive coverage that can include multi-state accounts, employed physicians, with the ability to satisfy a wide range of needs including prior acts coverage. We offer up to \$11 million in limits with defense outside the limits of liability. We offer a range of deductible that apply to indemnity only. We provide first dollar claim handling that is managed by our dedicated healthcare claim department. We can tailor an insurance product such as lead umbrella and excess coverage for larger complex organizations.

Hospitals

Customer Profile

Arch Healthcare targets a wide variety of hospitals from large integrated delivery systems to specialty hospitals. Our coverage structure is

built to suit a client's unique needs, which vary from primary coverage in selected venues to large self-insured retentions or even captive reinsurance arrangements. Our dedicated service team comprised of underwriting, claim, risk management and actuarial specialists work closely with hospitals to meet their unique needs.

Key Features/Capacity

We have the ability to selectively offer up to \$25 million in limits. Attachment points vary by class of business and the risk profile of our customers.

Clinics

Customer Profile

Our clinic focus is on large physician groups (50 or more individuals) who retain their primary liability risk via a self-insured retention, deductible or captive program. Coverage is typically provided on a shared limit basis excess of their underlying retention.

Distribution

Select retail and wholesale producers.

Submission Guidelines

All applications and submission guidelines are available online at: www.archinsurance.com

Risk Management Solutions

The Arch Risk Management strategy is to serve our insureds in a consultative role. We are available on an "as needed" basis offering a range of services – from telephone consultation and research support, or when indicated, more intensive on-site focused visits.

Some of the services include, but are not limited to:

- **Annual Claims Review:** Our Risk Management staff can assist you in reviewing your claims to determine if there are loss exposures or loss patterns appearing on a regular basis. By identifying patterns or trends, risk management initiatives can be applied to mitigate or eliminate the exposure.
- **Risk Management Consultation:** We are available to provide consultation on specific risk management projects or problems, by phone or e-mail. We will provide assistance with identification of available resources and recommendations as required.
- **Risk Review Surveys:** These reviews focus on risks associated with your operations and procedures of a department or service area. The findings are always reviewed onsite with the department manager and risk manager, with a detailed report with recommendations following each visit. Risk reviews typically focus on the high-risk departments and services such as:
 - Ambulatory Surgery
 - Obstetrics
 - ICU/CCU's
 - Risk Management Program
 - Physician Office Practices
 - Anesthesia / Recovery Areas
 - Emergency Services
 - Psychiatric Care Units
 - Pediatrics, etc.

CLAIMS

Arch Insurance Group adheres to a proactive claims handling program in order to achieve cost efficient, superior results. Our claims professionals have extensive experience handling most types of losses and are dedicated to providing customized, responsive customer service to each insured. Partnership with our insured is the cornerstone of the Arch claim handling philosophy. For more information email claims@archinsurance.com.

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