

SUPPORT SERVICES



CLAIMS

Effective claims management is critical to the overall success of insurance programs. Our Claims Specialists have decades of experience in managing claims. We understand the claims environments throughout the United States and work with our insureds, their employees and producers to ensure the best possible outcomes. We actively manage claims and provide timely and accurate data to our clients. We perform periodic claims reviews in person or via phone, whichever the client and producer prefer. Our goal is to provide outstanding service and to mitigate the ultimate claims costs to the client.

McKee's claims management responsibilities include:

- TPA selection and qualification
- Review of new claims
- Collaboration with TPAs and Partner Carriers in reserving large claims
- Oversight of serious claims
- Liaison with Partner Carrier Claims Departments
- Collaboration with McKee underwriters on large or complex accounts
- Identification of claims trends within portfolio through coordination with Actuarial and Risk Control

RISK CONTROL

Helping our insureds and producers to control and manage their exposure to risk is a key focus at McKee. Our Risk Control Professionals strive to provide top tier service—our goal is to be the best in the industry.

We have a nationwide team of Risk Control Specialists with expertise across a wide spectrum of industries, operations and lines of business. These Specialists utilize a highly collaborative process involving the insured, the producer and the underwriter all working together to achieve the best possible risk management results.

ACTUARIAL

McKee's Actuarial Department is an invaluable part of the organization. The objective analysis of the company's underwriting activities and results by our Actuarial Department gives us the ability to be proactive and provide stability for our customers.

ACCOUNTING

Our Accounting Department strives to make the billing process as smooth as possible. Our philosophy is that an efficient billing process will result in more timely collections and carrier remittances. We focus on ensuring data quality throughout the process so that the agent's records, McKee's records and the carrier's records are all in agreement.

