

How Claims Will Be Managed

In the event that you do experience a claim, your workers' compensation claim will be managed by a Sedgwick claim examiner with the appropriate experience for the complexities of your claim.

For general claim status inquiries and/or questions, please reach out to the assigned claims examiner or team lead at Sedgwick.

For escalated claim issues or concerns, please reach out to the Sedgwick Client Service Manager with a copy to Clear Spring's Claim Manager:

Demetris Blackman Dobson, J.D.

Client Services Manager – Sedgwick

Demetris.Blackman@sedgwick.com

Amy West

Claim Manager – Clear Spring Property and Casualty

Amy.west@clearspringinsurance.com

Scott Hoelscher – Non CA Account Manager

Scott.Hoelscher@sedgwick.com

972-443-9095

Kristin Becking- CA Account Manager

Kristin.Beking@sedgwick.com

657-284-5446

Below are examples of what Clear Spring's Claim Manager is responsible for to service your account:

- Reviews weekly loss runs of newly reported claims to identify claims that would benefit from early intervention and determine appropriate resources to mitigate exposure.
- Reviews claims that exceed \$50,000 total incurred to make sure reserves are set for most probable outcome.
- Reviews telephonic and field case management requests to move the claims toward resolution.
- Reviews legal filings and defense attorney requests as well as follows up on litigation status.

Available Reporting

Sedgwick provides countless reports at your discretion. Below are some examples of reports that are offered to assist you with your account. Paragon/Sedgwick can partner with you to set up recurring reports, including:

1. New Claims – Weekly Loss Run of all newly reported claims.
2. All Claims – Monthly Loss Run reflecting paid, outstanding and incurred amounts of all claims.
3. Lag Time Report – Monthly report reflecting the # of days that have lapsed between the insured's knowledge of an incident + # of days that have lapsed prior to reporting the loss to the TPA.
4. Payment Report – Weekly/Monthly report reflecting the payments made on claims.
5. Reserve Report – Weekly/Monthly report reflecting the # of claims that incurred a reserve increase and which category they were applied.

Additional Points of Contact at Paragon

- Customer Service – WCcustomerservice@paragoninsgroup.com

Phone: (858) 788-9175 Ext 513

- Ken Kaufmann SVP Marketing – Kkaufmann@paragoninsgroup.com

Phone: (858) 220-1586