



A Davies Company

## SERVICES OFFERED

- ▶ Workers' Compensation TPA Services
- ▶ Property & Casualty TPA Services
- ▶ E&S TPA Services
- ▶ Field & Telephonic Adjusting for All Services
- ▶ Medical Management Services
- ▶ Cost Containment & Bill Review
- ▶ All Lines Aggregate Services
- ▶ Reporting for Actuarial Studies
- ▶ Experience Modifiers Review
- ▶ EDI Reporting
- ▶ Medicare Reporting
- ▶ State-of-the-Art Risk Management Information System

**INTEGRITY EXPERIENCE RESULTS**



A Davies Company

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Lakewood Ranch, FL 34211-0004  
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www.johnseastern.com

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## THIRD PARTY ADMINISTRATIVE SERVICES

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A Davies Company

## INTEGRITY, EXPERIENCE AND RESULTS

Founded in 1946, Johns Eastern has proven to be one of the nation's leading independent Third Party Administrators. Headquartered in Lakewood Ranch, Florida, we have been successfully administering self-insured workers' compensation and property and casualty programs for a diverse range of self-insured entities since 1984. Our client base consists of various public and private entities, as well as several carriers and consortiums.

At Johns Eastern, we work closely with each of our clients to understand their needs and build them a customized program. For 76 years, we have striven to provide our clients with a product based on Integrity, Experience and Results. We recognize the importance of understanding the specific risk management goals of our clients and consistently utilize our time-tested best practices to achieve positive outcomes for their programs.

## USER-FRIENDLY ONLINE CLAIM ACCESS

Johns Eastern provides clients with 24/7 online access to our state-of-the-art claims management system, AIM 3.0, which is continually improved to best serve the needs of our adjusters, managers and clients. Some of our more recent improvements which have proven to be quite popular among clients are:

- The litigation module, which can be used to track legal expenses
- A litigation calendar that displays all upcoming depositions, mediations, hearings and trials
- Email and instant messaging capabilities
- Loss control analysis
- Customizable dashboards
- Other extensive reporting capabilities

## TPA SERVICES: WORKERS' COMPENSATION

Our nurses and adjusters work side-by-side with one goal in mind: returning your injured or ill employees to work as soon as possible. The result for your organization is reduced workers' compensation indemnity and medical costs, and an increased bottom line. We get involved in a case within the first 24 hours and follow it through to completion. We recognize that our clients have unique expectations and want different levels of participation. Our flexibility gives us the tools to customize a program to meet your specific needs.

## TPA SERVICES: PROPERTY & CASUALTY

Johns Eastern provides TPA services for all property and casualty lines beyond workers' compensation. These services include managing property & casualty programs for:

- Various Underwriters at Lloyd's, London
- Self-Insured Corporations and Governmental Entities
- Insurance Companies

We provide all services necessary, including:

- Claims Management
- Field Investigation
- Data Collection and Reporting
- Reporting to Regulatory Entities

## COST CONTAINMENT/BILL REVIEW

Our Bill Review team examines all medical bills for potential savings. Bills are reviewed and reduced to State Fee Schedule, Usual & Customary, and Preferred Provider Organization (PPO) discounts. Bills are also reviewed to ensure consistent standard billing practices.

## MISSION STATEMENT

Johns Eastern is a claims service organization committed to excellence in surpassing the expectations of our clients, partners, and employees. The following principles are essential to our success:

- Maintain the highest standards of ethics and integrity
- Provide superior customer service
- Promote growth in a rewarding and respectful environment
- Achieve mutual goals with flexible approaches
- Build strong relationships
- Embrace technological advances
- Support corporate responsibility
- Recognize that profitability is crucial to maintain viability as a corporation

## CONTACT US

If you have any questions concerning TPA services, please contact:

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