

Operational Performance

2020 Results

Committed to Creating Confidence

As a leading national Stop Loss carrier, HM Insurance Group (HM) uses experience and risk management expertise to consistently deliver a high level of performance for producers, TPAs and policyholders. Our commitment begins before a proposal is delivered and continues through underwriting, installation, claims management, medical cost management and renewal. All services are under HM's control, and clients have access to HM's top decision-makers to help ensure we deliver on our promise.

Fast, Accurate Claims Management Capabilities

Faster claim reimbursement impacts the policyholder's bottom line, and HM's claims management expertise drives quick payment without sacrificing accuracy. As a direct writer, HM does not need to secure approvals from an outside reinsurer to pay its claims. In 2020, 99.99 percent of all clean claims were processed within 10 business days.

HM's technical accuracy and financial accuracy consistently exceed industry standards.¹ And with nearly 184,000 claim submissions processed over the past five years – totaling more than \$2.9 billion – our attention to detail gives policyholders confidence that claims will be paid quickly and correctly.

Cost Containment That Generates Savings

Through our HMConnects™ cost containment program, we match our claims payment capabilities with equally accomplished clinical expertise and cost management practices. Our excess risk managed care clinicians enhance TPA efforts by reviewing potential claimant notices for savings opportunities, following potential third party recovery situations and adding aggressive out-of-network discount programs and Centers of Excellence to maximize cost savings for catastrophic claims. In 2020, HM generated savings of more than \$12 million through its cost containment efforts.

	Industry "Average" ¹	Industry "Excellent" ¹	HM 2020 Performance
Technical Accuracy	95.00%	97.00%	99.61%
Financial Accuracy	99.00%	99.50%	99.98%

FAST FACTS

- HM Insurance Group member companies rated A (Excellent) by AM Best²
- Direct writer of Stop Loss coverage with licenses in 50 states and Washington, D.C.
- Approximately \$772 million in annual Stop Loss gross premium in 2020
- Insures more than 1,000 self-funded plans covering nearly three million lives

HM'S NUMBERS

- **Claims Processing** – 99.99% of clean claims are processed in less than 10 business days
- **Claim Accuracy** – 99.98% financial accuracy and 99.61% technical accuracy
- **Savings From Cost Containment Practices** – Nearly \$70 million in the last five years
- **New Business Proposal Generation** – Average of five business days³
- **Sold Case Turnaround Time** – Average of fewer than four business days for new business and fewer than three business days for renewals³

Answers to Financial Risk Challenges Come from Underwriting Expertise

Expert underwriters at HM team up with our regional sales representatives to identify best-in-class approaches to Stop Loss coverage. HM's thorough work in creating a proposal includes gathering key information, identifying risks and addressing the policyholder's financial requirements. On average, HM provides a proposal in five business days upon receipt of complete information.³

Once HM receives acceptance of the proposal, we complete the new business sold case process in fewer than four business days on average, including a completed contract and case installation.³

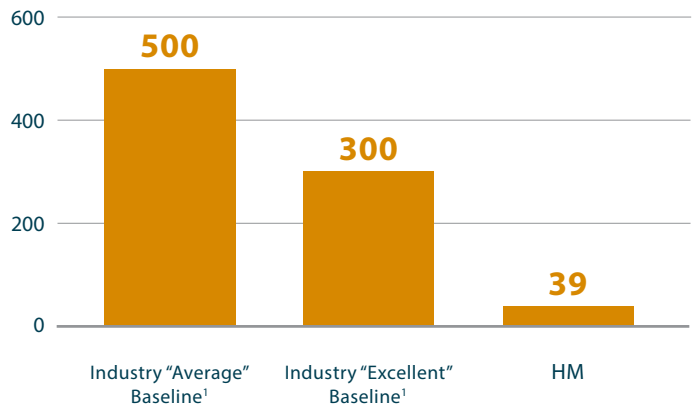
eServices Boosts Client Performance

HM's eServices tool was designed to make administration as fast (and easy) as possible for producers, TPAs and policyholders. Contracts, administrative guides, commission statements and claim status reports all can be viewed online. In addition, commission payments can be delivered through direct deposit.

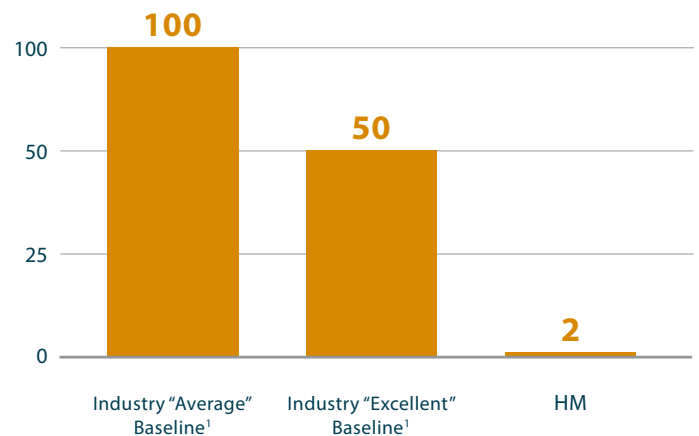
Through eClaims, HM can import claims data submitted by the client, saving the costs and time associated with the submission of paper claims.

With the HM eBill option, users can view bills, adjust the number of lives and pay premium online. Our online tools are simple and accurate to help ensure client satisfaction.

Technical Errors per 10,000 Claims Processed



Financial Errors per 10,000 Claims Processed



For more information, contact your HM sales representative or visit hmig.com