

What to Expect from Broadspire

We'll Keep You Posted

You'll receive immediate written acknowledgement of your claim, including:

- Copy of the claim report
- Claim number
- Branch claim office name, address and phone number
- The necessary First Report of Loss form for the state in which the loss occurred

Your adjuster will keep you updated

- Phone calls returned within one day
- Written communication responded to within five days

We'll Move with Purpose

Prompt Contact – Three point contact on other than medical-only claims with:

- Your employee (24 hours)
- You (24 hours)
- Physician (48 hours)

The following is additional information about three-point contact:

Thorough investigation – Completed within 14 days

Return-to-work assistance – We will work with you, the employee and the physician to optimize medical care and facilitate a healthy return to work

Cost containment – An array of cost-reducing processes are applied to contain medical, lost time, litigation and fraud costs. For additional information regarding our medical cost containment services, visit www.choosebroadspire.com

Prompt payment – Claims owed are paid within three days of the final resolution of the claim

Phone: 800-800-2600
Monday – Friday
9 am – 7 pm Eastern Time
Web: www.broadspireppo.com