

# IronHealth managed care e&o liability

IronHealth combines industry-leading underwriting capabilities with progressive solutions for the unique liability issues within the healthcare environment. We plan for an environment of ever-changing, complex liability exposures and, as a result, are able to offer comprehensive coverage with increased customization and greater stability. Our centralized operations, staffed with highly skilled, dedicated professionals, ensure prompt, consistent decision-making and quality services. As part of Ironshore Inc., our expansive coverage is backed by the financial strength of Ironshore Insurance Ltd., rated A- (Excellent) by A.M. Best Company with a Financial Size Category of Class XI.

## Thoughtful Solutions to the Unthinkable

Because of our commitment to the healthcare market, we bring deep experience and strong problem-solving capabilities to the relationship. Every risk has its unique conditions, so we customize the security and service solutions for each insured. Our flexible, yet disciplined underwriting informs our ability to respond to opportunities, even those in historically difficult venues, and offer innovative coverage solutions.



We've drawn  
a line in the  
sand.

## Market-Leading Coverage Features

### **Broadest Available Definition of Managed Care**

**Services** Our definition includes services and activities performed whether for the organization itself or for others, in person, on paper, electronically or in any other form. Services and activities are not tied to the application thus eliminating concern that a service will not be covered due to an inadvertent omission on the part of the insured or the producer.

**Private Information Protection** coverage is on a first dollar basis including cost for notification and credit monitoring. This coverage is offered as an additional limit and has no coinsurance or constraints around the vendors that can be used.

**Broad Definition of Claim** includes affirmative coverage for claims brought by the government in any capacity.

**Improved Related Claims Language** We recognize that business practices change over time and the same allegations made a few years ago may be addressing very different business practices. To address this issue, we will not relate any claim made during our policy period to any other claim made against the insured more than 36 months prior to our policy inception.

We also recognize that insureds might choose not to report what at the time is a very insignificant matter. Or if they do choose to report that small matter, they would not expect a class action claim later on to be “related back” to that small claim simply because the allegations in both are similar. Therefore, we will not relate any class action claim made against the insured during our policy back to any non-class action claim brought in a prior policy period.

**Minimal Exclusionary Language** The result: A very broad form which allows insureds to avoid the need for multiple or multi-part policies. Significant privacy, security, media and crisis management coverage is built in.

- No EDP exclusion including no unauthorized use, no security failure, and no virus transmission exclusions
- No antitrust exclusion
- No insurance company E&O exclusion
- No contract or indemnification agreement exclusion
- No property, auto, workers compensation or EPL exclusions
- No nuclear or pollution exclusions
- No patent, copyright or trademark exclusion
- No insolvency exclusion

**Good Samaritan Coverage** is included as well as coverage for the provision of flu shots and other non-invasive medical services.

**Definition of Insured Person** is extended to anyone duly authorized to conduct any managed care service on behalf of the insured.

## Underwriting Capabilities

### **Primary and Excess Coverage**

- Comprehensive Managed Care E&O coverage
- \$25 million capacity
- Coverage available on a duty to defend or reimbursement basis
- Directors & Officers Liability coverage is available to our E&O insureds.

## Coverage Highlights in Addition to Market-Leading Features

- Coverage for fines and penalties imposed under HIPAA and any other similar federal, state or local privacy law or regulation
- Vicarious liability for medical services as well as all managed care services and private information protection
- Non-cancelable by insurer
- Definition of insured includes spousal coverage
- Punitive damages with most favorable venue wording
- 90 day claim reporting
- Final adjudication language
- Worldwide coverage

## Underwriting Appetite

IronHealth underwrites the full range of managed care organizations. We understand and have expertise in underwriting not only the large traditional managed care organizations such as HMOs and PPOs, but also the myriad of other organizations which provide managed care services including IPAs, PHOs, UROs, MSOs, TPAs, PROs, QIOs, CVOs, care management and disease management companies, and healthcare consultants.

## Risk Management Services

A robust portfolio of risk management services applicable to the vast range of risk management needs and concerns of our managed care insureds is under development and will be released shortly.

## Payment Plans

Annual or quarterly payment options are available. Quarterly payment option includes no installment fee.

## Service Commitment

We recognize that every time you recommend IronHealth to one of your valued clients, you put your reputation on the line. In order to help you provide the best service possible, we:

- Acknowledge all submissions within 48 hours of receipt, providing you the name of the assigned underwriter and contact information

- Issue all policies within 5 business days from date of receipt of last subjectivity, if applicable
- Issue excess policies after receipt of primary policy, but prior to receipt of all underlying policies, provided all underlying binders have been received.
- Acknowledge all claim notices within 48 hours of receipt, providing the name of the assigned claims representative and contact information

## Contacts

### Alice Johansson, Senior Vice President

860-408-7807

Alice.Johansson@ironshore.com

### Jennifer Bray, Assistant Vice President

626-305-0174

Jennifer.Bray@ironshore.com

### Jessica Borders, Underwriter

860-408-7810

Jessica.Borders@ironshore.com



## Q&A

**Why did the Ironshore companies receive a rating of A- despite more than \$1 billion of invested capital?** A.M. Best requires at least 5 years of "seasoning" for any new insurance company to receive any rating higher than A-. We are pleased to have received Best's highest new company rating and have every expectation

that we will receive a rating of A or higher as our business matures. In the interim, for those clients who require an A rated carrier, we do have access via a fronting arrangement to A rated paper in most states.

**What makes IronHealth different from its competitors?** Our experience in the healthcare liability segment has taught us that even in the toughest venues or most challenging circumstances, every broker needs risk transfer solutions that are tailored to a class of business or to a specific account. Our willingness to consider complex individual accounts has led us to develop innovative solutions that can be applied to all of our brokers' clients. In addition, our Complex Risk unit allows us to underwrite and craft coverage terms for circumstances that traditional carriers often decline to address. By applying our underwriting expertise to these complex risks, we often find solutions that not only apply to the specific complex risk at hand but can also be applied to standard risks through product enhancements.

[www.ironhealth.com](http://www.ironhealth.com)

## About Ironshore

The parent company, Ironshore Inc., is a Cayman Islands company formed in 2006. Ironshore's initial market profile included property catastrophe and property all-risk coverage for small to mid-sized commercial risks. With the launch of IronPro in May 2007, IronBuilt in October 2007 and IronHealth in March 2008, Ironshore has expanded its platform into the Professional Liability, Construction and Healthcare Liability specialty market sectors. Ironshore is rated A- (Excellent) by A.M. Best Company. Ironshore provides broker-sourced specialty commercial property and casualty coverages for risks located throughout the world. In addition, Ironshore offers a wide range of specialty products for the healthcare environment, which are distributed nationally through independent brokers located throughout the United States.

*This information is intended for distribution to licensed producers only. Please refer to the actual policy for exact coverage descriptions; exclusions and deductibles may apply. Coverages are subject to policy terms and conditions and may not be available in all states.*

*For information regarding Ironshore's complete product offerings, please visit [www.ironshore.com](http://www.ironshore.com).*

