



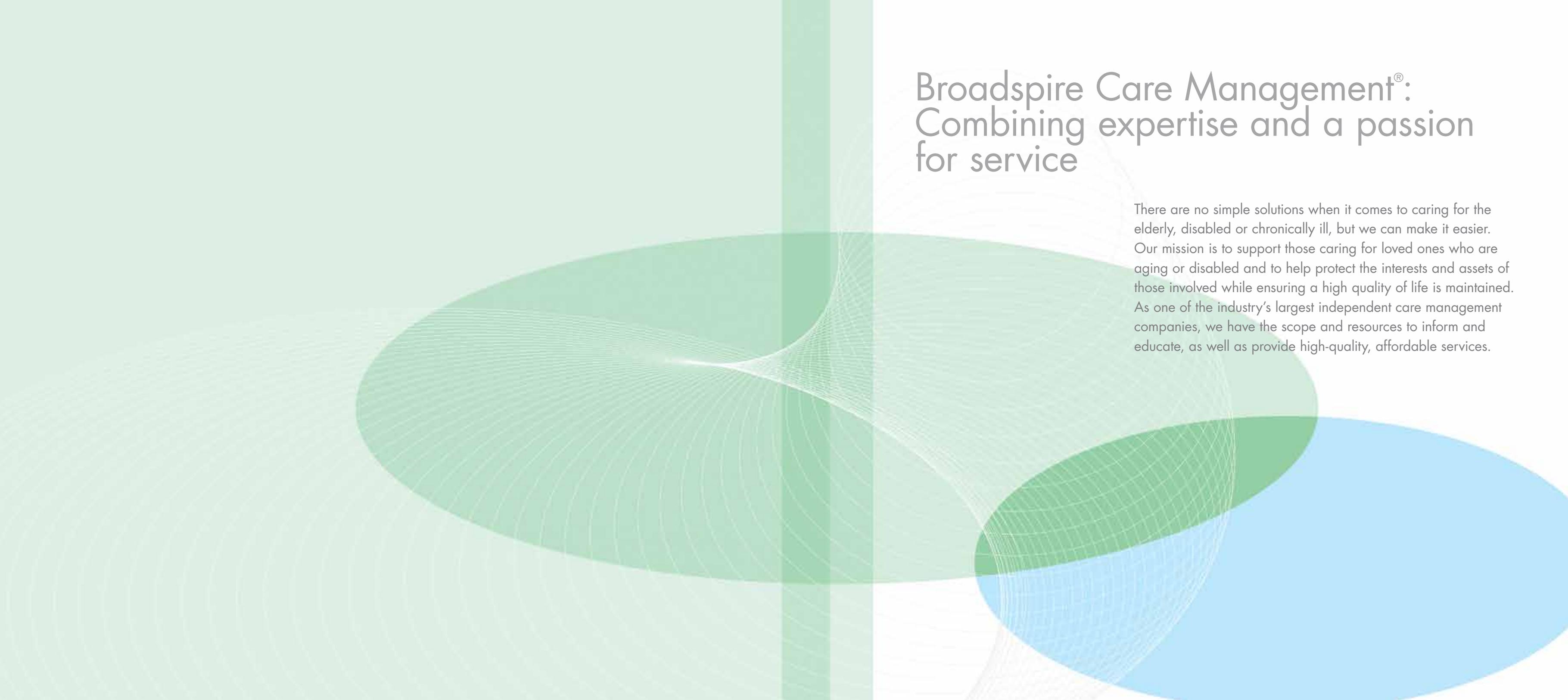
# Broadspire Care Management<sup>®</sup>

Improving quality of life, providing peace of mind



**Broadspire<sup>®</sup>**

A CRAWFORD COMPANY



## Broadspire Care Management<sup>®</sup>: Combining expertise and a passion for service

There are no simple solutions when it comes to caring for the elderly, disabled or chronically ill, but we can make it easier. Our mission is to support those caring for loved ones who are aging or disabled and to help protect the interests and assets of those involved while ensuring a high quality of life is maintained. As one of the industry's largest independent care management companies, we have the scope and resources to inform and educate, as well as provide high-quality, affordable services.

# A support system, wherever and whenever you need it

## A Customized Plan

Broadspire Care Management helps you identify and successfully address the multitude of challenges involved in caring for an elderly, disabled or chronically ill loved one, with the ultimate goal of providing an improved quality of life for clients. Using a holistic approach allows us to address all aspects of life to ensure your loved one is able to remain safe, happy, healthy and at home for as long as possible. Broadspire Care Management assesses current and future needs, operates as an advocate on your loved one's behalf, and organizes all services while helping to protect the interests and assets of your loved one.

## Global Reach, Local Presence

As a part of Crawford & Company,<sup>®</sup> a global organization with presence in more than 70 countries, we have the reach and scope to support our care managers and their clients with best-in-class resources. We have been delivering customer satisfaction for over 70 years with an unequalled commitment and passion for excellence.

Our network of care managers spans the entire country and is available to provide care for elderly or disabled loved ones who don't live nearby. Trained to broach subjects that can be difficult for families, friends or other advisors, our care managers have the skills and knowledge to properly determine problems and develop solutions.

## Our First Priority

We listen to the wants and needs of each elderly, special needs or chronically ill client. With their safety and happiness as our goal, we provide objective recommendations so our clients can make informed decisions about the approach that best fits their individual requirements.





# Expertise and compassion

## Highly Trained, Credentialed Care Providers

Broadspire Care Managers are all registered nurses, or Master's level counselors with a background in geriatrics or special needs. Every care manager participates in extensive ongoing training. They understand the intricacies of navigating social services and healthcare delivery systems and have the skills to assess needs and interests, locate resources and develop and implement the best solutions from the most cost-effective resources.

## An Impartial Voice

Our singular objective is to ensure the happiness and well-being of our clients and their families. Because Broadspire Care Management's programs and services are not associated with any home health agency, insurance carrier or facility, our care managers are able to provide a completely objective assessment of every situation.

*"Broadspire Care Management was just the solution I was looking for. I had almost given up and was close to putting Mom in a nursing home when I found them. They were so kind and understanding. It's been almost two years and Mom is still home with all kinds of products and services that keep her safe and happy. Broadspire was as good for me as it was for Mom!"*

– Broadspire Care Management client

# Improving quality of life

## A Needs-Based Approach

When working with the elderly, we find solutions for a more satisfying life for our clients. This begins when our care managers perform an assessment of the client's functional, physical and cognitive status, as well as his or her environment and financial/legal situation. Upon completion of this evaluation, we provide a detailed analysis of the client's status and recommendations for cost-effective solutions.

## Multi-Faceted Support

Our care managers are available to help you with the management and administration of caring for your loved one, for as long as you need us. Broadspire Care Managers take on many roles—at any given time, they may be advocates, medical advisors or surrogate family members.

Interviewing and screening in-home caregivers or hiring contractors for home modifications, attending and coordinating medical visits, planning outings and visiting clients to celebrate special occasions are just a few of the things they do on a daily basis to help clients achieve and maintain a high quality of life. If placement in a nursing home or extended care facility is warranted, the care manager will help locate appropriate options, check credentials and tour the facility with the client, as well as determine suitable payment options and coordinate all paperwork.

Most importantly, they always act in the best interest of the client in support of meeting his or her goals.





# Meeting special needs

## Serving Our Special Needs Clients

Our care managers have a simple, focused priority: making sure special needs adults and children get the care and support they deserve. They work closely with parents and professional representatives to make sure our clients have the materials, support and services they need to live a safe, happy and fulfilling life.

Our care managers are trained to look for opportunities and programs that increase capabilities, independence and quality of life.

## Addressing Complex Circumstances

For fiduciary and legal matters, Broadspire Care Managers serve as healthcare representatives, evaluating the client's health, needs and interests. It can be quite a challenge to successfully manage disbursements from trust funds, protect the beneficiary's eligibility for government-provided benefits, coordinate healthcare and protect everyone involved against legal liability arising from misuse of funds.

## A 360-Degree Approach

Broadspire Care Managers put their experience and expertise to work coordinating resources, equipment and medical and social services. In addition, they provide transition coaching for a more independent, productive life. They perform evaluations from both medical and financial viewpoints (medical needs assessments and reviews of appropriateness for trust fund disbursements). They also support and assist families with Independent Education Plan (IEP) meetings. Broadspire Care Managers help create an appropriate environment to reduce risk. When needed, they will help identify care alternatives or community services that can supplement existing care.

# Operating within complex systems

## Overwhelming Administration

Working within the healthcare and social services systems to help elderly and special needs individuals is complex and can often be overwhelming to those family members involved. Understanding jurisdictional nuances and regulatory guidelines can be frustratingly confusing, as can navigating the associated paperwork and documentation.

## A Simple Answer

Our care managers have the expertise to organize information, complete the required forms and even attend hearings for our clients. We avoid missteps that could take months or even years to clear up, and relieve families and individuals of the burden of staying compliant with the system's guidelines.

*"I supervise a staff of 400 and oversee a multimillion-dollar budget. I believe that excellent staff should be recognized for their dedicated and professional service to clients and the community. My Broadspire Care Manager has gone above and beyond the call of duty to assist me and my family. At every turn, she has been there to deal with the many complicated and frustrating issues related to caring for an elderly parent. I want to thank you and your organization for the wonderful services provided."*

– Broadspire Care Management client



# What Crawford & Company® offers

Based in Atlanta, Ga., **CRAWFORD & COMPANY®** ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries. The Crawford Solution™ offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims, medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRD-A and CRD-B.

**BROADSPIRE®**, a leading third-party administrator, offers casualty claim, medical management, accident and health, and disability and leave management solutions, helping increase employee productivity and reducing the cost of risk through early intervention, professional expertise and data analytics. As a Crawford Company, Broadspire is based in Atlanta, Ga. Services are offered by Crawford & Company under the Broadspire brand in countries outside the U.S.

**CONTRACTOR CONNECTION®**, an industry leader in contractor managed repair services, provides insurance carriers and consumers a national network of residential and commercial contractors that are vetted and performance managed, measuring quality, time in process and customer satisfaction.

**EDUCATIONAL SERVICES** has provided employees, clients, and the broader insurance industry with training solutions for more than 60 years. It includes three unique service offerings: traditional and virtual classroom programs; KMC OnDemand<sup>SM</sup>, a highly configurable knowledge management technology delivering customized learning programs, simulations and performance support tools; and continuing education/license compliance solutions.

**GCG®** administers all aspects of class action settlements, mass tort cases, and Chapter 11 bankruptcy cases.

**GLOBAL TECHNICAL SERVICES<sup>SM</sup> (GTS<sup>SM</sup>)** is the single best global resource for adjusting large or complex losses. The unique combination of experienced and qualified professionals, infrastructure and leadership enables strategic management of major losses anywhere around the globe.

**RISK SCIENCES GROUP® (RSG®)** delivers risk management information systems (RMIS) that provide the ability to track and consolidate multi-coverage claims data and enterprise-wide exposures to risk by maintaining highly accurate and credible databases on behalf of each client.

**SPECIALIST LIABILITY SERVICES<sup>SM</sup>** encompasses Crawford's U.K. liability service with a combined staff of 150 specialists across 22 locations. Each office represents a local "centre of excellence" staffed by experts from different liability disciplines.

In the United States, the **U.S. PROPERTY & CASUALTY** business unit offers claims services to include: property and casualty claims services, liability, marine and aviation, vehicle services, transportation services, contractor managed repair services (Contractor Connection®), and Global Technical Services<sup>SM</sup> (GTS<sup>SM</sup>) for adjusting large or complex losses. Outside of the U.S., these services are referred to as **PROPERTY & CASUALTY**.

For more information, please contact us: 800-241-2541 or [info@us.crawco.com](mailto:info@us.crawco.com)

# Let us help

From the moment of initial referral, our care managers work with you, as well as financial and legal professionals, physicians, and service providers, to improve the quality of life for your elderly, disabled, or chronically ill loved one.

Contact Broadspire Care Management today by calling  
800-735-8898 or emailing us at  
[caremanagementexperts@us.crawco.com](mailto:caremanagementexperts@us.crawco.com) to learn more.

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