



Building **VALUE** in Insurance



OUR VALUES MAKE US DIFFERENT

Claim & litigation support services
for better claim outcomes

ALWAYS READY TO SUPPORT YOU

Successful claims management requires an interdisciplinary team working together to achieve positive outcomes. ISG understands what it takes to help successfully close claims and manage expenses. That's why we're always at-the-ready to provide claim and litigation support services. We work on your side to help you become more efficient, streamline business processes, reduce expenses, and improve claim outcomes.

WE HAVE THE REQUISITE DEPTH & EXPERTISE TO SUPPORT COMPANIES OF EVERY SIZE & MATURITY

25+

Years of innovation
& service excellence

42 OF TOP 50

Insurance carriers in the U.S.
partner with us

200K

Investigative cases
completed annually

500K

Facilities we retrieve
records from annually

1,200+

Employees nationwide

250K

Medical exams
completed annually

OUR ACCREDITATIONS KEEP US UP TO DATE ON INDUSTRY STANDARDS



A TRUSTED PARTNER

We understand that as a successful business, you aren't looking for another vendor to manage. You need a trusted partner that you can rely on and that will support you and the needs of your business today and as you evolve in the future. For more than 25 years, ISG has been that partner to insurance carriers, third party administrators, fortune 500 employers, legal defense firms and the broader risk management community. We're ready to be there for you as well.





A VALUES-BASED COMPANY

While we're proud of our industry-leading metrics and results, what truly makes us different is our values. We're unlike any claim and litigation support company you've ever known. Our passion for doing the right thing means we do not cut corners, we put people first and we deliver high quality services.

We're committed to:



INTEGRITY & TRUST

We honor the commitments we make by operating with the highest ethical standards



PROVEN PERFORMANCE

We strive to deliver stellar results every day



INGENUITY

We seek to solve difficult problems and provide out-of-the-ordinary solutions using the power of our creative imagination



DIVERSITY & INCLUSION

We work together to create an environment where people feel respected, accepted and included for being their authentic selves



CHARITABLE GIVING

We give back to our communities, donating our time, talent and treasure



ENVIRONMENTAL

We cultivate a culture of environmental stewardship, finding innovative ways to reduce our environmental impacts

When you choose to work with ISG, you're choosing a company deeply committed to our employees, our clients and our community. We believe that by focusing on these three areas, our clients will be successful, and we will be as well.



OUR SOLUTIONS

National Services, Local Expertise.

Our solutions are carefully designed to support our simple and straightforward mission: to help you achieve optimal claims outcomes. Our services work together through integrated technology that provides a seamless experience for customers using us for multiple services. It's not uncommon that results of one intervention leads to additional action. For example, an audit finding or records review may lead to an investigation. ISG makes it easy to add on additional services that are needed to produce the best claims outcomes.

We specialize in a unique combination of solutions that provide claim and litigation support to the insurance and legal communities. Even though we've grown significantly over the years, we've never lost our entrepreneurial spirit that drives us to customize our solutions to best fit each client's needs.





INVESTIGATION MANAGEMENT

Our investigation solutions provide the highest level of quality, service and anti-fraud cost containment programs within the industry. Our national footprint includes field investigators and case managers across the United States, providing ample coverage anywhere in the country with our own employees.

In addition to **General Surveillance** and **Investigation**, we also offer **Legal Investigation** services uniquely designed to support the legal defense community. Our **Social Intelligence** service is enabled by proprietary technology and expert desktop researchers who conduct deep, pre-field investigation web research that often results in actionable information.



MEDICAL MANAGEMENT

ISG offers a world-class national medical management program. As a URAC accredited company, we collaborate with over 16,000 trusted, board-certified, practicing medical providers ensuring that our clients receive the most defensible, accurate decision.

ISG's team of reviewers provide a multi-level quality assurance process on every report, driving the highest quality reports to our clients. ISG's national network of providers performs Independent Medical Examinations (IME's), Medical Record and Peer Reviews, Disability Reviews, and Functional Capacity Exams.



CLINICAL MANAGEMENT

Our Clinical Services encompass nurse case management, nurse review, bill audit, physician review, code review and utilization review. In cases that require review, files are electronically routed to the appropriate medical professional, to help you better understand your claims.

We offer a systematic process to promote medically appropriate care in a timely, efficient manner to improve claim outcomes.



RECORD MANAGEMENT

ISG provides a national records management program that encompasses the entire record life cycle, enabling clients to focus on resolving claims faster. Our programs include **Canvassing**, **Record Retrieval**, **Record IQ**, and **Third Party Record Production**.

Our technology-driven process incorporates integration and automation to streamline the order process from order creation through records delivery. We leverage customization and process excellence to deliver concierge level service and quality outcomes.

OUR TECHNOLOGY

Our technology has served as an accelerator to support our clients in achieving optimal results. Our proprietary technology solutions are developed and maintained in house giving us complete flexibility to integrate and adapt to our client's needs. Smart technology is the conduit to optimal efficiency, the reduction of manual dependency and the overall simplification of processes. Our goal is to use technology to drive innovation in as simple of an integration as possible, but also do so in a way in which we retain our nimbleness and ability to be responsive to the ever changing needs of the market and of our clients. We believe technology should enable, not restrict and we provide the flexibility to create tailored programs to deliver the best results for our clients.

FUELED BY TECHNOLOGY. POWERED BY PEOPLE.





ADVANCED TECHNOLOGY

Our proprietary systems use the latest technology to improve efficiencies for our own employees and yours

RIGOROUS SECURITY

Our systems are routinely tested and audited by internal and external auditors to provide you assurance of our secure data management practices



CLIENT INTEGRATION

We offer the flexibility to interface directly with your claims systems to keep your adjusters working in your own systems

SELF-SERVICE PLATFORM

Our platform provides easy access to claim file information with on-demand data reporting and analytics 24 hours a day



THE ISG DIFFERENCE

Our difference is not just the unique integration of our four core solution lines, but the way in which we conduct business. Our client commitment includes being:



CUSTOMER-CENTERED

We are willing to change our processes to support yours



QUALITY-FOCUSED

Our commitment to delivering high-quality services is part of our DNA



INNOVATIVE

We use the power of our creative imagination to develop solutions to help you achieve optimal claims outcomes



TECHNOLOGY-FORWARD

Our ever-adapting technology solutions guide our team in providing consistent, high-quality services



MAKE THE SWITCH

You'll find the process of switching to ISG smooth and easy. Led by a dedicated client service representative, your transition will be:

- Seamless, so there will be no interruption in claims files
- Thoroughly supported by a cross-functional success team
- Fast and reliable, so stress is minimized, if not eliminated entirely

Through ongoing collaboration, product innovation, and a steadfast commitment to our services, we are staying at the forefront of the insurance industry.

Join us so we can support you in achieving optimal claims outcomes.





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CONTACT US TODAY FOR A FREE CONSULTATION

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