



Building **VALUE** in Insurance

OUR VALUES MAKE US DIFFERENT

Claim & litigation support services
for better claim outcomes

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.



Our Solutions

A Unique Combination of Insurance Claim Management and Legal Solutions



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.