



# Consulting Services

## Program Review

Gallagher Student Health & Special Risk analyzes all aspects of a client's current program to assess it against industry trends, peer institutions and market conditions, in order to establish a "best practice" baseline comparison. This analysis allows us to determine the current needs of your institution and its student population.

Our expertise in the student insurance market guarantees we will develop a plan that provides an appropriate level of coverage for students an A rated carrier and access to benefits while students are on campus, at home or traveling abroad. Additionally, we will address any unique benefits or other plan stipulations that may impact your plan.

## Marketing Your Plan

After a full plan review, our team identifies the appropriate strategic partners to match the school's needs and desires. As an independent insurance broker, Gallagher Student Health & Special Risk is not limited in the insurance carriers/markets that we are able to approach on your behalf.

We work with our strategic partners to ensure the objectives of the program are met and present the most viable plan options for review and consideration each year for renewal.

## Custom Plan Monitoring and Reporting

As part of our brokerage/consulting and account management services, Gallagher Student Health & Special Risk provides quarterly executive summaries that outline the insurance programs' performance year-to-date and year-over-year. Our reports break out the enrollment information by coverage type and period and claims information by type, frequency, size and student category. This provides critical data to evaluate the plans' performance and any areas for improvement going forward.

## Renewal Planning

Our Account Executives will coordinate the process of gathering information, creating the submission, arranging carrier meetings (current carriers or prospective carriers) and leading negotiation of competitive and comprehensive terms. We will present the best alternatives to ensure your institution receives the most appropriate financial terms for your programs.

## Alternative Funding Methods

Gallagher Student Health & Special Risk is committed to finding sustainable solutions that best fit our clients' needs. We have experience building alternative funding methods that offer significant financial savings to the institution and can be more affordable for its covered students.

## Legislative Consultation and Marketplace Reporting

As one of Gallagher's core proficiencies, we stay informed and current with state and federal regulatory and legislative developments. We contribute to and share partnerships with key innovative higher education groups, such as American Council on Education (ACE), American College Health Association (ACHA) and University Risk Management & Insurance Association (URMIA). We utilize our in-depth



knowledge of state insurance regulations, health insurance trends and over three decades of healthcare and insurance experience to design customized student medical, excess accident insurance and athletic accident insurance specifications that ensure our clients' needs are met in the insurance marketplace.

## Additional Consulting Services

**Other risk management consultation for services on student health topics include:**

- Gallagher Student Health & Special Risk has worked with campus representatives/stakeholders to determine the defining needs of the overall program, we will outline a market review and RFP process implementation schedule and identify appropriate insurance carriers to include in the RFP process. We will draft a request for proposal that will include the components necessary to ensure successful responses from insurance carriers.
- **Claims investigation and management** – Gallagher Student Health & Special Risk would dedicate a client service team to service your program. Members of the client service team would be available to assist with general day-to-day tasks as well as research and assist with claims adjudication. As the broker, Gallagher Student Health & Special Risk is an advocate for your school and students and will work to obtain a timely and accurate resolution with any claims adjudication issue.
- **Developing waiver provisions** – Of the institutions Gallagher Student Health & Special Risk manages, approximately 90% have an insurance requirement or hard waiver enrollment method. Consequently, we have a large pool of best practices with other higher education clients to share in developing specific waiver provisions.
- **Online waiver submission** – This allows us to manage and control the quality of data collected to accept the waiver.
- **Verification of current health insurance** – Our reporting capabilities allow us to audit waiver submissions to confirm viability of the submission per campus/system requirements.



# Forming Strategic Partnerships to Benefit You

Gallagher Student Health & Special Risk was built on a model of strategic partnerships to guarantee the flexibility and responsiveness in meeting the unique needs of our clients. Forming strategic alliances with insurance companies and claims administrators allows for creativity and flexibility in building a plan that fits your needs for today and tomorrow, and it accommodates the many and varied nuances of the educational insurance market. Our strategic partners are selected based on their financial strength, expertise, commitment to the educational insurance market and their shared values and client-directed customer service focus. As your account manager, Gallagher Student Health & Special Risk is responsible for orchestrating the efforts of our strategic partners and creating a seamless integration of their services for your institution.

## Program Assessment

We begin by analyzing all aspects of your current program to assess it against industry trends, peer institutions and market conditions, to establish a “best practice” baseline comparison. Our experience in the educational insurance market has given us a thorough understanding of the importance of developing a student health insurance plan that offers an appropriate level of coverage for students, local and national provider networks to access benefits and preferred pricing to ensure students are covered anywhere in the world and address any unique benefits or other plan stipulations. We work with our selected partners to be sure the objectives of your program are met, and then we present the most viable plan options for your review and consideration.

## Independence

Partnering with several insurance companies and claims administrators provides Gallagher Student Health & Special Risk with the opportunity to select the best partners to support your health insurance program. Remaining independent then allows Gallagher Student Health & Special Risk to focus on being responsive to the needs of our clients and their students in the day-to-day management of their programs and always being ready to serve as an advocate on your behalf. Most importantly, Gallagher Student Health & Special Risk can obtain competitive renewal proposals from multiple carriers to ensure you continue to receive the most competitive pricing and product availability.

## Insurance Company Partners

- All highly rated by AM Best, Standard & Poors and Moody’s, which measures financial strength to fund incurred claims
- Experienced underwriting staff to guarantee underwriting integrity
- Compliance officers who ensure policies reflect all mandated benefits and meet federal and state requirements
- Claims auditors who work closely with the claims administrator to ensure claims are adjudicated in accordance with plan provisions

## Claims Administration Partners

- Well-established, with many years adjudicating claims for student insurance programs and other diversified programs (self-insured, managed care and indemnity)
- Dedicated claims examiners extensively trained on nuances of client-specific student insurance programs
- Service standards based on accurate and timely claims processing
- Claims auditing procedures for quality control and quality assurance measures
- Contract management of various pharmacy benefit programs and preferred provider networks
- In-house or contracted case management and utilization management services
- Standard monthly and customized claims utilization reports

### Gallagher Student Health & Special Risk

*Account Manager*

- Compiles and analyzes the required information to complete the underwriting submission
- Selects the insurance company and claims administrator
- Negotiates initial and renewal coverage terms
- Coordinates the policy terms between all involved parties
- Creates and distributes monthly reports to client contacts
- Manages all account services with college administration
- Provides all customer service for students, parents, providers and college representatives

### Claims Administrator

- Adjudicates claims in compliance with performance standards
- Interfaces with preferred provider networks
- Contracts with pharmacy benefit managers
- Coordinates with managed care utilization companies
- Provides initial review of appealed claims

### Insurance Company

- Analyzes submission
- Applies underwriting principles to establish premium rate
- Creates master policy
- Funds incurred claims
- Complies with federal and state insurance regulations
- Manages final claims appeal process

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