

Third-Party Administrators Rankings & Directory 2016





# Adjusters seek to cut red tape

## State licensing requirements seen as hindrance to handling catastrophe claims

BY MARK A. HOFMANN

ndependent claims adjusters want to be treated the same way as insurance agents and brokers when it comes to the issue of nonresident state licensing. The independents say they face many of the same problems agents and brokers with interstate business faced before legislation was enacted to establish the National Association of Registered Agents and Brokers.

When fully operational, NARAB will allow producers doing business across state lines to avoid getting multiple nonresident state licenses, which, they had said, resulted in duplicative, expensive efforts that did nothing to serve consumers.

Independent adjusters now argue that they face the same problems.

So it's not surprising that the Washington-based American Association of Independent Claims Professionals has lined up behind the Claims Licensing

#### H.R. 2998

The Claims Licensing Advancement for Interstate Matters Act would authorize an independent insurance claims adjuster to apply to the National Association of Registered Agents and Brokers for membership in specific circumstances. This would apply to licensing in any state that requires a license for claims adjusters, but has not met specific CLAIM Act requirements within four years of its enactment. To comply with the CLAIM Act, states would have to:

- Enact uniform laws and regulations govering the licensing of individuals and entities authorized to adjust claims within the state, and
- 2. Enact reciprocity laws and regulations governing the licensing of nonresident individuals and entities authorized to adjust such claims within those states.

The U.S. Department of the Treasury would be required to determine a state's continued compliance with such requirements annually.

Source: Library of Congress

	96%
	S BUSINESS BY VOLUME
	tration claims paid\$2,328,729,956
	adjusted8,107,47
	projects conducted64,954
WORK	ERS COMPENSATION BUSINESS
Workers	comp claims paid\$162,843,729
Workers	comp revenue\$14,142,236
CLIEN	TS
Corpora	te1,237
	tion plans
	ployer plans
	ployer welfare plans83
	ponsored plans
	1,333
STAFF	
Claims	staff223
Claims	staff for employers (your own clients)825
-	rs85
	1,133 S SERVICES SINCE: 1967
	APHIC AREAS SERVED: United States
OFFICE	RS: Tom Kelly, CEO; Mark Stadler, CMO; Lore
-	pool, COO.
	CT: Mark Stadler; 214-574-1166; adler@healthsmart.com.
<b>Serv</b> 175 Berl	nsman Management rices L.L.C. Reley St.
Boston, 617-654	MA 02117 -4950
	lmsmantpa.com
	INE: Employee benefits, property/casualty, compensation
	EVENUE
	\$195,958,000
	ers (your own clients)\$118,310,000
	d care\$50,785,000
	\$26,863,000, RMIS, risk control services
U.S. clie	nts100%
CLAIM	S BUSINESS BY TYPE
	liability
	·
	S BUSINESS BY VOLUME
	tration claims paid\$1,681,651,515 adjusted221,819
Adminis	
Adminis Claims a	compensation business
Adminis Claims a Workers	s compensation business s comp claims paid\$1,351,521,952
Adminis Claims a Workers	comp claims paid\$1,351,521,952

Health insurance ......91%

Claims staff	· · · · · ·	
Total	Claims staff	1,170
PARENT: Liberty Mutual Insurance Co. CLAIMS SERVICES SINCE: 1983 GEOGRAPHIC AREAS SERVED: United States OFFICERS: Debbie Michel, president; Dennis Langwell, CFO; Peter Clas, vice president/general manager. CONTACT: Robert J. McCaffery, product and services manager; robert.mccaffery@libertymutual.com.  INDECS Corp. 1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE Total \$2,642,60: U.S. clients 100% CLAIMS BUSINESS BY TYPE Health insurance 100% Employees covered 11,64: Dependents covered 14,34: Dental 19 Medical 97% Prescription drugs 19 Vision 19 CLAIMS BUSINESS BY VOLUME Administration claims paid \$107,553,126 Claims adjusted 428,305 CLIENTS Corporate 92 Union-sponsored plans 33 STAFF Claims staff for employers (your own clients) 22 Adjusters 12 Claims staff for employers (your own clients) 22 Adjusters 12 Total 33 CLAIMS SERVICES SINCE: 1983	Claims staff for employers (your o	wn clients)1,170
CLAIMS SERVICES SINCE: 1983 GEOGRAPHIC AREAS SERVED: United States OFFICERS: Debbie Michel, president; Dennis Langwell, CFO; Peter Clas, vice president/general manager. CONTACT: Robert J. McCaffery, product and services manager; robert.mccaffery@libertymutual.com.  INDECS Corp. 1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE Total	Total	1,170
GEOGRAPHIC AREAS SERVED: United States OFFICERS: Debbie Michel, president; Dennis Langwell, CFO; Peter Clas, vice president/general manager. CONTACT: Robert J. McCaffery, product and services manager; robert.mccaffery@libertymutual.com.  INDECS Corp. 1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE Total	PARENT: Liberty Mutual Insurance	e Co.
OFFICERS: Debbie Michel, president; Dennis Langwell, CFO; Peter Clas, vice president/general manager.  CONTACT: Robert J. McCaffery, product and services manager; robert.mccaffery@libertymutual.com.  INDECS Corp.  1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,600 Employers (your own clients) \$2,642,600 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,640 Dependents covered 14,347 Dental 17 Medical 97% Prescription drugs 17% Vision 17%  CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,1260 Claims adjusted 520 CLIENTS  Corporate 920 Public/government entities 920 Union-sponsored plans 120 Total 33  STAFF  Claims staff for employers (your own clients) 220 Adjusters 120 Total 33 CLAIMS SERVICES SINCE: 1983	CLAIMS SERVICES SINCE: 1983	
Langwell, CFO; Peter Clas, vice president/general manager.  CONTACT: Robert J. McCaffery, product and services manager; robert.mccaffery@libertymutual.com.  INDECS Corp.  1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,600 Employers (your own clients) \$2,642,600 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,640 Dependents covered 14,341 Dental 17 Medical 97% Prescription drugs 17% Prescription drugs 17% Vision 17%  CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,1260 Claims adjusted \$200 CLIENTS  Corporate 920 Public/government entities 920 Union-sponsored plans 750 Total 330 STAFF  Claims staff for employers (your own clients) 220 Adjusters 120 Total 330 CLAIMS SERVICES SINCE: 1983	GEOGRAPHIC AREAS SERVED: U	nited States
INDECS Corp.		
INDECS Corp.		Saderia general
1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,600 Employers (your own clients) \$2,642,600 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,640 Dependents covered 14,341 Dental 17 Medical 97% Prescription drugs 17% Vision 18% CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126 Claims adjusted 428,305  CLIENTS  Corporate 92 Cunion-sponsored plans 33  STAFF  Claims staff 100 Claims SERVICES SINCE: 1983		
1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,600 Employers (your own clients) \$2,642,600 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,640 Dependents covered 14,341 Dental 17 Medical 97% Prescription drugs 17% Vision 18% CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126 Claims adjusted 428,305  CLIENTS  Corporate 92 Cunion-sponsored plans 33  STAFF  Claims staff 100 Claims SERVICES SINCE: 1983		
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1099 Wall St. W., Suite 317, P.O. Box 668 Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,600 Employers (your own clients) \$2,642,600 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,640 Dependents covered 14,341 Dental 17 Medical 97% Prescription drugs 17% Vision 18% CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126 Claims adjusted 428,305  CLIENTS  Corporate 92 Cunion-sponsored plans 33  STAFF  Claims staff 100 Claims SERVICES SINCE: 1983		
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Lyndhurst, NJ 07071 201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total \$2,642,602 Employers (your own clients) \$2,642,602 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 100% Employees covered 11,642 Dependents covered 14,343 Dental 17 Medical 97% Prescription drugs 17% Vision 17%  CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126 Claims adjusted 428,305  CLIENTS  Corporate 92 Public/government entities 22 Union-sponsored plans 33  STAFF  Claims staff for employers (your own clients) 22 Adjusters 12 Total 33 CLAIMS SERVICES SINCE: 1983	INDECS Corp.	
201-460-3200 www.indecscorp.com EMPLOYEE BENEFITS ONLY  2015 REVENUE  Total		ox 668
### Www.indecscorp.com  ### EMPLOYEE BENEFITS ONLY    2015 REVENUE		
2015 REVENUE           Total         \$2,642,602           Employers (your own clients)         \$2,642,602           U.S. clients         100%           CLAIMS BUSINESS BY TYPE           Health insurance         100%           Employees covered         11,642           Dependents covered         14,347           Dental         1%           Medical         97%           Prescription drugs         1%           Vision         1%           CLAIMS BUSINESS BY VOLUME           Administration claims paid         \$107,553,126           Claims adjusted         428,305           CLIENTS         2           Corporate         9           Public/government entities         2           Union-sponsored plans         3           Total         33           STAFF         Claims staff for employers (your own clients)         2           Adjusters         12           Total         32           CLAIMS SERVICES SINCE: 1983		
Total         \$2,642,602           Employers (your own clients)         \$2,642,602           U.S. clients         100%           CLAIMS BUSINESS BY TYPE           Health insurance         100%           Employees covered         11,642           Dependents covered         14,347           Dental         1%           Medical         97%           Prescription drugs         1%           Vision         1%           CLAIMS BUSINESS BY VOLUME           Administration claims paid         \$107,553,126           Claims adjusted         428,305           CLIENTS         2           Corporate         9           Public/government entities         2           Union-sponsored plans         3           Total         33           STAFF         Claims staff for employers (your own clients)         22           Adjusters         12           Total         33           CLAIMS SERVICES SINCE: 1983	EMPLOYEE BENEFITS ONLY	
Employers (your own clients) \$2,642,602 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 110,642  Dependents covered 114,344  Dental 178  Medical 97%  Prescription drugs 11%  CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126  Claims adjusted 428,305  CLIENTS  Corporate 92  Public/government entities 22  Union-sponsored plans 33  STAFF  Claims staff for employers (your own clients) 25  Adjusters 12  CLAIMS SERVICES SINCE: 1983	2015 REVENUE	
Employers (your own clients) \$2,642,602 U.S. clients 100%  CLAIMS BUSINESS BY TYPE  Health insurance 110,642  Dependents covered 114,344  Dental 178  Medical 97%  Prescription drugs 11%  CLAIMS BUSINESS BY VOLUME  Administration claims paid \$107,553,126  Claims adjusted 428,305  CLIENTS  Corporate 92  Public/government entities 22  Union-sponsored plans 33  STAFF  Claims staff for employers (your own clients) 25  Adjusters 12  CLAIMS SERVICES SINCE: 1983	Total	\$2,642,601
U.S. clients		
Health insurance		
Employees covered	CLAIMS BUSINESS BY TYPE	
Dependents covered         .14,34*           Dental         .1%           Medical         .97%           Prescription drugs         .1%           Vision         .1%           CLAIMS BUSINESS BY VOLUME           Administration claims paid         \$107,553,126           Claims adjusted         .428,305           CLIENTS            Corporate            Public/government entities            Total            STAFF         Claims staff            Claims staff for employers (your own clients)            Adjusters             Total             Total             CLAIMS SERVICES SINCE: 1983	Health insurance	100%
Dependents covered         .14,34*           Dental         .1%           Medical         .97%           Prescription drugs         .1%           Vision         .1%           CLAIMS BUSINESS BY VOLUME           Administration claims paid         \$107,553,126           Claims adjusted         .428,305           CLIENTS            Corporate            Public/government entities            Total            STAFF         Claims staff            Claims staff for employers (your own clients)            Adjusters             Total             Total             CLAIMS SERVICES SINCE: 1983	Employees covered	11,641
Medical       97%         Prescription drugs       .1%         Vision       .1%         CLAIMS BUSINESS BY VOLUME         Administration claims paid       \$107,553,126         Claims adjusted       .428,305         CLIENTS         Corporate       .2         Public/government entities       .2         Union-sponsored plans       .3         Total       .33         STAFF       Claims staff       .10         Claims staff for employers (your own clients)       .2         Adjusters       .12         Total       .33         CLAIMS SERVICES SINCE: 1983	Dependents covered	14,347
Prescription drugs	Dental	1%
Vision       1%         CLAIMS BUSINESS BY VOLUME         Administration claims paid       \$107,553,126         Claims adjusted       428,305         CLIENTS         Corporate       9         Public/government entities       22         Union-sponsored plans       33         Total       33         STAFF         Claims staff       10         Claims staff for employers (your own clients)       22         Adjusters       12         Total       33         CLAIMS SERVICES SINCE: 1983	Medical	97%
CLAIMS BUSINESS BY VOLUME         Administration claims paid       \$107,553,126         Claims adjusted	Prescription drugs	1%
Administration claims paid	Vision	1%
Claims adjusted	CLAIMS BUSINESS BY VOLUME	
CLIENTS           Corporate            Public/government entities            Union-sponsored plans            Total            STAFF         Claims staff           Claims staff for employers (your own clients)            Adjusters            Total            Action            CLAIMS SERVICES SINCE: 1983	Administration claims paid	\$107,553,126
CLIENTS           Corporate            Public/government entities            Union-sponsored plans            Total            STAFF         Claims staff           Claims staff for employers (your own clients)            Adjusters            Total            Action            CLAIMS SERVICES SINCE: 1983	Claims adjusted	428,305
Public/government entities       2:         Union-sponsored plans       3:         Total       3:         STAFF       10:         Claims staff       10:         Claims staff for employers (your own clients)       2:         Adjusters       12:         Total       32:         CLAIMS SERVICES SINCE: 1983		•
Public/government entities       2:         Union-sponsored plans       3:         Total       3:         STAFF       10:         Claims staff       10:         Claims staff for employers (your own clients)       2:         Adjusters       12:         Total       32:         CLAIMS SERVICES SINCE: 1983	Corporate	g
Union-sponsored plans       33         Total       33         STAFF       10         Claims staff       10         Claims staff for employers (your own clients)       23         Adjusters       12         Total       32         CLAIMS SERVICES SINCE: 1983		
Total         33           STAFF         10           Claims staff         10           Claims staff for employers (your own clients)         21           Adjusters         12           Total         32           CLAIMS SERVICES SINCE: 1983	Union-sponsored plans	3
Claims staff		
Claims staff for employers (your own clients)	STAFF	
Claims staff for employers (your own clients)	Claims staff	10
Adjusters		
Total		•
CLAIMS SERVICES SINCE: 1983		
GEOGRAPHIC AREAS SERVED: United States		
	GEOGRAPHIC AREAS SERVED: U	nited States

K

#### **Keenan & Associates**

2355 Crenshaw Blvd., Suite 200 Torrance, CA 90501 310-212-3344 www.keenanassoc.com

**MULTILINE:** Employee benefits, property/casualty, workers compensation

2015 REVENUE
Total\$169,838,000
Employers (your own clients)\$46,856,000
Insured clients\$1,352,000
Managed care\$23,219,000
Other\$97,405,000, property/casualty consulting and brokerage, benefits consulting and brokerage, loss control services, financial services, pool management
U.S. clients100%
CLAIMS BUSINESS BY TYPE
General liability
Property damage
Workers compensation
Health insurance5%
CLIENTS
Corporate
Public/government entities825
Total
STAFF
Claims staff
Claims staff for employers (your own clients)245
Total
CLAIMS SERVICES SINCE: 1978
GEOGRAPHIC AREAS SERVED: United States
<b>OFFICERS:</b> Sean K. Smith, CEO; David A. Seres, COO.
CONTACT: David Seres

### L

#### The Loomis Co.

850 N. Park Road, P.O. Box 7011 Wyomissing, PA 19610-6011 610-374-4040 www.loomisco.com

**MULTILINE:** Employee benefits, property/casualty, workers compensation

2015 REVENUE	
Total	\$30,800,000
Employers (your own clients)	\$25,500,000
Insured clients	\$2,700,000
Managed care	\$400,000
U.S. clients	98%
Non-U.S. clients	2%
<b>CLAIMS BUSINESS BY TYPE</b>	
Disability	5%
Disability Flex compensation	
· ·	10%
Flex compensation	10%
Flex compensation	10% 84% 1%; HRA-HSA

OFFICERS: Tom Knox, CEO; Bruce E. Buchanan Sr.,

CONTACT: Bruce E. Buchanan Sr., president, 201-460-3250, beb@indecscorp.com; Mike P. Shine, CEO, 201-460-3253; Bruce Buchanan Jr., vice president-sales,

president/COO.

201-460-3243.