



Claims Management

The mission of the Oryx Insurance claims department is to provide prompt, professional, courteous and communicative service to all parties. Our goal is to equitably and fairly administer the provisions of the policy by paying injured workers and other parties what is due and defending the policy with what is not owed.

A Sample of the Specialized Services We Provide to Oryx Customers:

Return-to-Work Programs: We work with each insured to develop an effective return-to-work program, specifically set up to fit their individual needs.

Fraud Detection: Our special investigation staff is experienced in identifying fraud indicators to isolate those claims that show potential for fraudulent activity, and following through to prosecution, if necessary.

Outside Investigation: Our investigators conduct unannounced, personal visits to most "lost time" claimants. These visits confirm or deny the existence of malingering or fraudulent activity, and often highlight other factors that may inhibit a claimant's timely return to work.

Litigation Management: Litigation management services are focused on reducing litigation costs without sacrificing results. Our litigation management plans involve aggressive investigation, evaluation, direction and negotiation in concert with the assigned defense counsel.

The Trifecta of Claims Management

Our adjusters have a passion for their job and are committed to constant communication with our carriers, agents and policy holders. The tenets of our claims department are built around three principles:

Time: Oryx claims adjusters maintain a maximum case load that is 20% less than the industry standard. A lower case load enables our adjusters to spend their time and expertise for the best and quickest resolution.

Tools: TPAs handle claims in a reactive manner. The Oryx claims department is proactive; minimizing claim costs by providing insured specific return-to-work programs, fraud detection, investigative services and litigation management.

Training: The claims department is fully staffed with construction specific adjusters. All claims adjusters have IRMI's CRIS designation and are required to maintain a minimum of two professional designations. Additional staff certifications include Construction Safety & Health Specialist (R.I.T. OSHA Education Centers) and Certified Workers' Compensation Professional designations (Michigan State University's School of Labor & Industrial Relations).



ORYX
INSURANCE BROKERAGE INCORPORATED

When it comes to construction insurance, we stand alone.

Oryx Insurance Brokerage, Inc.
2 Court Street, Binghamton, NY 13901
T 607.724.0173, 888.462.6799
www.oryxinsurance.com