

CLAIM MANAGEMENT

A World of Difference

Hamlin & Burton delivers expertise, service, efficiency and commitment rarely found within the claim management industry. Providing reliable and knowledgeable guidance throughout the claims handling process is a hallmark of our organization. Time after time, clients turn to us for their complex professional and general liability claim management needs.


More than ninety five percent of our growth over the past five years is directly attributed to client referrals. We understand and embrace the critical importance of addressing claims quickly, effectively and cost efficiently.

Client Centered Services

Hamlin & Burton provides an array of claim management services to fit the very specific and focused needs of our clients. Our mission is to provide the most effective, specialized liability management services designed to meet the unique and ever changing needs of our clients. We deliver a range of claim management services, from limited assignments to complete Third Party Administration.

Hamlin & Burton extends the following client services:

- Comprehensive claim management services
- Exposure evaluations and recommendations
- Investigational work related to a claim
- Attorney selection
- Consultative guidance on claim handling
- Mediation and arbitration management
- Litigation management
- Settlement negotiations
- Alternate Dispute Resolution facilitation
- Auditing
- Trial monitoring
- Development of claim handling protocols consistent with client needs
- Escrow account management and administration



*Providing clients
with unparalleled
expertise in the
complex claim
management field.*

CLAIM MANAGEMENT



Areas of Specialty

Hamlin & Burton specializes in hospital and physician medical malpractice, nursing home liability and other complex claims. We have considerable expertise in Long Term Care and our extensive background in handling the investigation, evaluation, resolution and litigation management aspects of nursing home claims has enabled us to successfully manage this challenging area of law.

Professional liability claims associated with nursing homes and assisted living facilities present complex, volatile and challenging issues. Effectively managing the exposure presented by claims alleging a Violation of Patients' Rights requires aggressive claim handling, carefully constructed resolution strategies and an accurate analysis of each case. Our staff has the requisite experience to prepare these claims for early evaluation. We use information gathered during the investigation phase to support theme development and resolution strategies on a claim-by-claim basis. Our proactive and specialized approach to Long Term Care claims provides proven results and will assist any carrier or self-insured organization in managing this explosive area of litigation.

Experienced Claim Professionals

Our claim management professionals allow us to easily distinguish ourselves from our competitors. Highly skilled in the direct handling of all elements of the claims process, our claim professionals average more than 15 years of experience handling medical malpractice and other complex litigation. This allows us to deliver an exceptional level of experience at the claim handling level and assures the following:

- Superior negotiation skills
- Timely and professional reporting
- Clear and actionable communication
- Strategic and sound guidance
- Representation in each of the 50 United States

CHaRT® Technology

Hamlin & Burton has established the effective and proficient use of technology as a foundation of our core business of managing claims and risk. Our ability to manipulate and analyze large, complex and sensitive data files is critical. We developed and use CHaRT, an acronym for Claim Handling and Reporting Technology, to develop, track and report high volume claim management data. This technology is available as a licensable solution for self directed clients, brokerage firms and insurance companies. CHaRT enables clients to manage large amounts of claim information in a secure, reliable, Web-based environment.

Our technology solutions have been developed by recognized leaders in claim management in collaboration with the most talented software engineering resources.

Contact Us to Learn More

To learn more about Hamlin & Burton's claim management services, please visit our website at www.hamlinandburton.com or contact us today:

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Hamlin & Burton

LIABILITY MANAGEMENT, INC.

Experience you need. Service you expect.

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