

Committed to Superior Claims Service



Strong claims performance
isn't just about managing
losses — it's about building
trust, controlling costs and
keeping your business
moving forward.

Our approach to claims focuses on reducing costs, enhancing care and building trust at every phase. By coordinating across teams, we deliver strategies to strengthen your risk management efforts and help prevent losses before they happen.

What Sets Us Apart

Designated Claim Reps

Personalized attention with manageable caseloads.

Nurse Case Managers

Coordinated care to help to accelerate recovery, reduce costs and support early return-to-work.

Causation Investigation

Evidence-based analysis delivered to medical professionals to support informed compensability decisions.

Claim Texting

Fast, secure claims communication with real-time translation that reduces delays and empowers diverse teams.

16% Lower Claim Costs*

Significant savings compared to industry averages.

Thorough Investigations

Recorded statements for claims with escalation potential.

Smart Reserving

Reserves match reality — helping ensure accurate experience mods.

RiskView Reporting

Risk management information system offers transparency into trends, claim status and strategy.

TeleCompCare®

24/7 nurse triage hotline and virtual physician care access for injured workers.

Medical Cost Containment

Expert review ensures fair billing and maximized savings.

Return-to-Work Support

Helping employees get back to work safely and quickly.

Fraud Detection

Our expert Investigative Services Unit aggressively investigates potential fraud.

For more information or to access one of our legacy workers' compensation brand websites, visit AFGroup.com.

*Since 2020, our claim costs have averaged 16% lower than industry benchmarks. Based on 2020-2024 data across legacy AF Group workers' compensation brands (excluding medical only) and industry data from NCCI, WCIRB (CA), NYIRB and NJCIRB..

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