

# MISCELLANEOUS MEDICAL FACILITIES

Risk management and client services are generally available to Allied World's healthcare and medical professional policyholders free of charge. These services are designed to be an integral component of a comprehensive insurance program — adding value beyond simply a policy.

## RISK MANAGEMENT SERVICES

- **Assistance with Policy and Procedure Development:** Organizations are encouraged to engage our consultative services when redrafting or developing new policies or procedures. We offer assistance with editing and sample policies.
- **Risk Management Hotline:** We strive to provide immediate access to risk information whenever the need arises. Telephone consultation services are available outside regular business hours and on weekends by our risk consultants.
- **Complimentary Resources:** We have compiled a comprehensive list of risk management/professional responsibility resources. Each policyholder receives an updated list of available resources annually and is entitled to a free copy of one of these resources each policy year.

## the workplace HELPLINE® SERVICES

For Allied World policyholders who have purchased employment practices liability insurance, the following services are offered through *the workplace HELPLINE*, powered by *Enquiron*, at no additional cost:

- **Toll-free Employer HELPLINE:** Policyholders receive seamless access (via phone or website) to experienced employment attorneys from a national law firm, as often as needed throughout the policy period. This involves personalized advice and best practices counsel on over 50 different human resources and employment law issues (including hiring and termination, drug and alcohol testing, FMLA, ADA, exempt/non-exempt, harassment and discrimination). Policyholders can expect detailed, documented, and confidential answers to specific questions by the end of the next business day.
- **the workplace HELPLINE HR Compliance Portal:** Users can log in any time of day from any location and access dynamically updated online tools and valuable resources that support policyholder risk management efforts. This site provides daily updated federal and state Human Resource and employment law news, regulation changes, HR forms, employment posters, and more.
- **Employee Handbook Builder:** Organizations need an employee handbook to protect against liability and define employee/employer rights. An online, customizable handbook building tool enables users to create a handbook that complies with all applicable federal and state laws. By using the customizable employee manual software, organizations can ensure their policies are both applicable and flexible. This customized handbook (which would typically cost thousands of dollars and take weeks to complete) is available to all policyholders at no additional cost.
- **Online Unlawful Harassment Training:** Many states require or recommend unlawful harassment training for managers/supervisors and/or employees. Users can efficiently administer and track the status of this compliance training with all employees at no additional cost. Meets California's AB 1825 requirements, as well as most other state requirements.
- **Monthly HR Express Updates and HR Alerts:** These resources keep policyholders informed of continuously changing state and federal workplace regulations. Users can stay current with information sent directly to an email inbox. Each Express Update includes a Question of the Month, Case Digest of the Month and periodic HR Alerts.



## RISK MANAGEMENT

This information is provided as a general overview for agents and brokers. Coverage will be underwritten by an insurance subsidiary of Allied World Assurance Company Holdings, AG ("Allied World"). Such subsidiaries currently carry an A.M. Best rating of "A (Excellent)." Coverage is offered only through licensed agents and surplus lines brokers. Actual coverage may vary and is subject to policy language as issued. Risk Management services are provided by or arranged through AWAC Services Company, a member company of Allied World. © Allied World Assurance Company Holdings, AG. All Rights Reserved. October 2015.

## CONTACT

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