

Healthcare Risk Management



A risk management partnership



About Monarch Kneis

- **Monarch-Kneis Insurance Services, LLC** was founded in 2006 by **Kenneth Kneis** and **Mark Polivka**. As a partner in the family of Monarch agencies, with locations in California, Hawaii, Ohio and Oregon, the agency specializes in Healthcare Industry risk services for clients throughout North America utilizing capacity throughout the world. We recognize the importance of industry-specific expertise to assist our clients in solving problems unique to the healthcare industry. Our team of healthcare risk professionals enjoys a nationwide reputation as experts in focused healthcare specialties.
- **Monarch-Kneis Insurance Services'** team provides you with the best of both worlds — state-of-the-art local solutions combined with hands-on service. Our reputation and stature give us clout with carriers to secure the best coverage, price and service for our clients.
- **Kenneth Kneis**, as **principal** of the firm with 20 years tenure in healthcare risk management, leads the mainland offices of professionals dedicated to the healthcare industry. This team includes individuals focused on their unique disciplines as related to the healthcare industry
- **Mark Polivka**, as **Founder and President** of **Monarch Insurance Services, Inc.**, oversees the delivery of high quality, efficiently priced risk coverage for business and property owners, social service agencies, residential and condominium associations, non-profit organizations and others, including the healthcare industry, for which **Monarch** is the leading broker in Hawaii.



Overview of Capabilities

Services

- Brokerage
- Safety
 - Facility Safety
 - Patient Safety
- Claim Advocacy



Services

- **Monarch-Kneis Insurance Services** is committed to providing the best healthcare risk management services and delivering unparalleled expertise to our healthcare clients through a network of professionals recognized by the industry as leaders in areas such as:
 - Medical Malpractice
 - Facility/Property Protection incl. Earthquake, Wind & Flood
 - Workers Compensation
 - Fiduciary Liability
 - Directors & Officers Liability
 - General Liability
 - Environmental Risk Management
 - Record/Cyber Liability (EMR exposures & Hipaa)
 - Employment Practices Liability
 - Managed Care E&O
- **Monarch-Kneis** is dedicated to meeting and exceeding your expectations of a world-class risk management partner. Our clients are an integral part of our business success. Our mission is to build enduring relationships with our clients by providing a broad range of value-added services, including:
 - Brokerage
 - A personal relationship with an increased access to your account team
 - State-of-the art market knowledge and expertise
 - Innovative risk management strategies and solutions
 - Enhanced claims advocacy
 - Streamlined process of claims filing, certificate issuance, etc.
 - Loss Control/Prevention incl. Patient Safety
 - Policy Marketing, Management & Issuance
 - Contract Review
 - Certificate Issuance & Management
 - Allocation of Premium
 - Premium Finance



Services

- Insurance Assessment
- Risk Management Reviews
- Preparation of Specifications that will be presented to underwriters during marketing
- Assistance in Establishing Insurable Values
- Marketing Insurance
- Coverage Placement
- Certificates of Insurance, Coverage Binders and Auto Proof of Insurance Cards Issuance
- Policy and Related Endorsements Reviews
- Preparation of Insurance Policy Summaries
- Policy Delivery
- Non-Professional Services Contract Reviews (*for insurance requirements only, not legal advice or legal opinion*)
- Claims Processing
- Auditing Reserves
- Claims Monitoring and Administration
- Assisting in Getting Claims Settled and Paid
- Loss Control Reviews
- Verifying Premium Audits for Accuracy



Claim Advocacy

- Claim Reporting
- Claim Review
- Claim Handling Instructions
- Claim Training
- TPA and Carrier Claim Staff Oversight
- Experience Mod Review, Projection and Validation
- First Aid Program Development
- Attorney Referral



Safety Advocacy

- Patient Safety
- Facility Safety
- IIPP & Safety Program Development, Review & Implementation
- Training
- OSHA Compliance
- Carrier Service Management
- Safety Topic Resource/Library

