



2021 Conventus Producer's Guide



Medical Professional Liability Insurance Expertise

Conventus Inter-Insurance Exchange (“Conventus”) supports the best interests of New Jersey’s physician practices. As one of New Jersey’s largest professional liability insurers—formed by and governed through an alliance of physicians—we uniquely understand the complexity of running a successful practice. Our sole purpose is to help physicians and practice administrators succeed in today’s rapidly changing healthcare environment.

In 2002, Conventus’ founding physicians were determined to find a permanent solution to New Jersey’s growing medical liability insurance crisis and made the bold move of forming their own insurance company. Their mission was to create a physician-owned and physician-governed company that would always put its member physicians first.

Because we understand the unique challenges physicians face in running their practice, our comprehensive professional liability coverage solutions and services assist your physician clients in every aspect of their business’ operations.

Together with our industry experts, we provide solutions to help support practices from financial loss and guide them through changing healthcare requirements. Most importantly, we help your clients focus on what they do best — delivering care to their patients.

Our Commitment to You:

Conventus is dedicated to helping you successfully place coverage for your insurance clients. Here are the values we stand behind in our commitment to every broker partner:

- Timely customer-focused service
- Specialize in New Jersey Physicians
- Customized coverage for your client’s practice
- Individualized and comprehensive claim handling by seasoned in-house claims attorneys
- Value-added members only solutions



Why Conventus?

Conventus members enjoy exclusive access to insurance products and highly personalized services designed to protect and enhance practice performance. Our team of healthcare experts applies practical knowledge combined with innovative solutions to meet the challenges of our member practices today and into the future. We are partners in helping your clients build and maintain a healthy practice and a healthy business.

Exclusive Benefits:

- Value-based Care Consulting
- 24/7 Practice Advice Hotline
- Practice Management Consulting
- Regulatory and Compliance Resources
- Exclusive Tools and Resources
- E-Learning (CME)

Working with You



Patti Posta

Vice President of Business Development

As Vice President of Business Development for Conventus, my 20-year extensive background in various financial sales will assist in making this partnership a success. I strive to work with your agency on a one-on-one basis to create a mutual referral strategy.

Through Conventus' superior marketing, I can draw in prospects from many different channels. This allows me to leverage the flow of new business with you and provide a financial gain on both sides. A win for both of us.

I look forward to growing our relationship together.

Key Healthcare Challenges and Solutions

Practice Alignment

It is difficult for physicians to maintain their independence due to escalating healthcare costs, decreasing revenue, increased regulatory/paperwork burden, advanced health technology and reduced reimbursements.

Conventus' Solutions:

- In-house expertise with navigating value-based care programs to help maximize reimbursement and revenue
- Practice management consulting to help with identifying areas of opportunity for success and develop strategies to increase efficiency and implement change

Billing and Coding

An increase in the operational costs has left physicians more concerned about billing and improving their revenue collections, which could put them at risk for unnecessary audits.

Conventus' Solutions:

- Specialized expertise at defending audits and educating on coding trends
- Strategic Alliances to develop, educate and support practice specific compliance programs

Payment Models

Transitioning from fee-for-services to value-based care (VBC) for many physicians can feel like a financial and clinical leap of faith and requires investing in new processes, systems, staff and regulatory management, all at the cost of the practice.

Conventus' Solutions:

- In-house expertise in supporting VBC for clinical, operational and financial success
- Strategic Alliances to support population health and other financial performance initiatives



Key Healthcare Challenges and Solutions

Telemedicine

Telemedicine is exponentially growing and is here to stay, though it comes with many challenges, including complex regulations, the need for secure technology, billing and coding changes, and practice workflow processes.

Conventus' Solutions:

- Guidance on Federal and New Jersey laws, regulations and requirements
- Strategic Alliances supporting secure technology, remote patient monitoring and coding compliance

Regulatory Compliance

Healthcare regulatory compliance is increasing complex covering areas such as reimbursement, managed care contracting, Fraud Waste and Abuse, OSHA, and HIPAA. The risk for non-compliance can be hefty fines, and/or loss of licensure and livelihood.

Conventus' Solutions:

- Expertise in providing guidance, tools and resources supporting regulatory compliance
- Strategic Alliance focused on adapting and fully engaging healthcare compliance programs

Pain Management

As the opioid crisis continues, physicians need to carefully follow federal and state guidelines for prescribing, while still caring for and managing patients with chronic pain.

Conventus' Solutions:

- Exclusive in-house access to tools, resources, and guidance for appropriate prescribing protocols, patient care management and NJ prescribing regulations
- Strategic Alliance to ensure compliance with New Jersey cannabis regulations

Cyber Security

Cyber criminals target all sizes of physician practices, which can cause major business interruption and financial hardship.

Conventus' Solution:

- Online Cyber Security training for all staff
- Strategic Alliances to conduct a security risk analysis and penetration testing



Core Coverages



Medical Professional Liability

- Claims-Made and Occurrence-Type Policies
- Limits up to \$5M/\$7M
- Individual and Group Policies
- Can write allied providers who are part of physician practices



Cyber Breach and Response

- First Party Loss, Third Party Loss and HIPAA Coverage included
- Base Limit of \$100K per claim up to \$250K annual aggregate
- Buy up of higher limits available
- Comprehensive Risk Management Tools and Resources available



Practice Billing and Coding Errors

- \$50K dedicated defense limit automatically provided



Regulatory Licensing Board Actions

- \$25K dedicated defense limit automatically provided

Additional Coverage Highlights:

- Cross border coverage in other states available if less than 25% of total practice
- Part-time credits available
- FTE/slot coverage options
- Flexible payment options
- Quick turnaround for quotes
- Direct access to underwriters
- 12% commission on new groups of 5 or more physicians for the first year, 10% upon renewal

19+

years that Conventus has been servicing the medical malpractice insurance industry

100%

FULLY owned and governed by NJ physicians

\$13.9m

in dividends and surplus contributions distributed to Conventus members since 2009

24/7

Practice Advice Hotline available, confidential real time support for unanticipated outcomes

98%

success rate in avoiding or defending claims against Conventus members

Conventus' Claims Expertise

In-house Healthcare Claims Attorneys that Providers Can Rely On

With Conventus, you'll be backed by a dedicated team of in-house healthcare claims attorneys who focus in the unique exposures and claims that are common in the healthcare industry.

What to Expect:

- Seasoned in-house attorneys who are thoroughly familiar with the court systems, medical malpractice attorneys and understand the healthcare industry
- Dedication to your client's practice and best interest
- Collaborative and informed decision-making
- Emotional support
- Unequivocal motivation to aggressively defend good medicine
- Attorneys actively involved throughout the lifetime of each claim



Contact Us Today

It is important that beyond providing exceptional coverage, we are a reliable partner - a partner you can count on. Let Conventus help.

Patti Posta

Vice President of Business Development

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05/2021

