

Operational Performance

2024 Results

Committed to Creating Confidence

As a leading national Stop Loss carrier, HM Insurance Group (HM) uses experience and risk management expertise to consistently deliver a high level of performance for producers, TPAs, and policyholders. Our commitment begins long before a proposal is requested and continues through underwriting, installation, claims management, medical cost management, and renewal. All services are under HM's control, and clients have access to HM's top decision makers to help ensure we deliver on our promise.

Fast, Accurate Claims Management Capabilities

Faster claim reimbursement impacts the policyholder's bottom line, and HM's claims management expertise drives quick payment without sacrificing accuracy. As a direct writer, HM does not need to secure approvals from an outside reinsurer to pay its claims. In 2024, 100% of clean claims were processed within 10 business days or less.

HM's technical accuracy and financial accuracy consistently exceed industry standards.¹ And with more than 200,000 claim submissions processed over the past five years — totaling more than \$3.6 billion — our attention to detail gives policyholders confidence that claims will be paid quickly and correctly.

Cost Containment That Generates Savings

Through our HMConnects™ cost containment program, we match our claims payment capabilities with equally accomplished clinical expertise and cost management practices. HMConnects delivers significant cost savings on Stop Loss claims, exceeding \$2.6 million in savings in 2024 alone. Our expert clinicians and cost containment specialists proactively identify and pursue savings opportunities on high-cost catastrophic claims through strategies such as repricing, negotiations, medical bill audit review, and leveraging specialized contracts for transplants, gene therapy, and cell therapy.

| | Industry "Average" ¹ | Industry "Excellent" ¹ | HM 2024 Performance |
|--------------------|------------------------------------|--------------------------------------|------------------------|
| Technical Accuracy | 95.00% | 97.00% | 99.67% |
| Financial Accuracy | 99.00% | 99.50% | 100% |

Fast facts

- HM Insurance Group member companies rated A (Excellent) by AM Best.²
- Direct writer of Stop Loss coverage with licenses in 50 states and Washington, D.C.
- More than \$1.3 billion in annual Stop Loss gross premium in 2024.
- Insures more than 1,700 self-funded plans.

HM's Numbers

- **Claims Processing** – 100% of clean claims are processed in 10 business days or less.
- **Claim Accuracy** – 100% financial accuracy and 99.67% technical accuracy.
- **New Business Proposal Generation** – Average of three business days.³
- **Sold Case Turnaround Time** – Average of less than three business days for new business and two business days for renewals.³

Continued ...

Answers to Financial Risk Challenges
Come From Underwriting Expertise

Expert underwriters at HM team up with our regional sales representatives to identify best-in-class approaches to Stop Loss coverage. HM's thorough work in creating a proposal includes gathering key information, identifying risks, and addressing the policyholder's financial requirements. On average, HM provides a proposal in three business days upon receipt of complete information.³

Once HM receives acceptance of the proposal, we complete the new business sold case process in fewer than three business days on average, including a completed contract and case installation.³

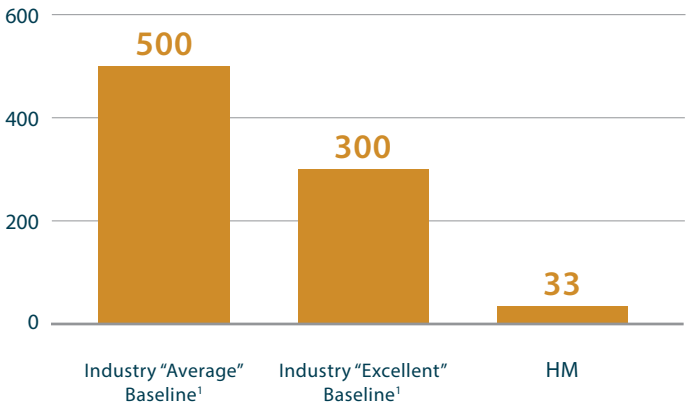
eServices Boosts Client Performance

HM's eServices tool was designed to make administration as fast (and easy) as possible for producers, TPAs, and policyholders. Contracts, administrative guides, commission statements, and claim status reports all can be viewed online. In addition, commission payments can be delivered through direct deposit.

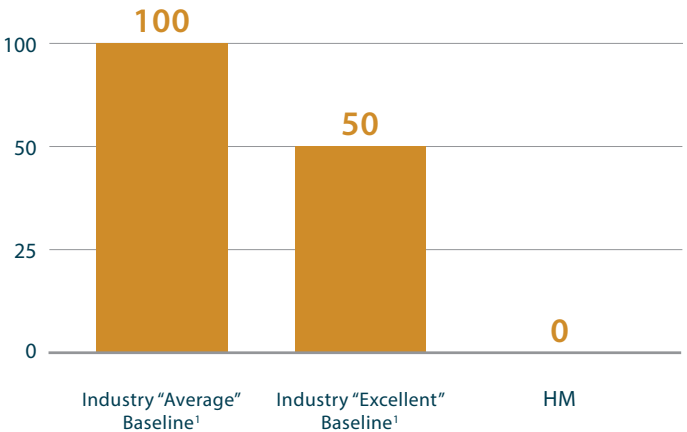
Through eClaims, HM can import claims data submitted by the client, saving the costs and time associated with the submission of paper claims.

With the HM eBill option, users can view bills, adjust the number of lives, and pay premium online. Our online tools are simple and accurate to help ensure client satisfaction.

Technical Errors per 10,000 Claims Processed



Financial Errors per 10,000 Claims Processed



For more information, contact your HM sales representative or visit hmig.com



800.328.5433 | hmig.com

Company statistics gathered through HM Insurance Group January 2025 Line of Business Report, HM Stop Loss Claims Management Stats through 12/31/24, and other HM Insurance Group internal analysis.

¹"Average" and "Excellent" industry standard benchmarks, Trilogy Consulting, January 2025; HM statistics are for Stop Loss claims as of 12/31/24.

²AM Best Company, Best's Rating Reports, November 2024.

³Times can vary during peak business periods.

Stop Loss coverage may be underwritten by HM Life Insurance Company, Pittsburgh, PA; HM Life Insurance Company of New York, New York, NY; or Bridge City Insurance Company, Pittsburgh, PA, under policy form series HMP-SL (08/19), HMP-SL (06/20), or BCICP-SL (06/20) or similar. The coverage requested may not be available in all states and is subject to individual state approval. In Oregon, Bridge City Insurance Company does business as BCIC Insurance Company.