

# Broadspire<sup>®</sup> Care Management

Solutions to support  
a higher quality of life





# Caring with purpose Serving with compassion

Finding solutions to help manage the issues of aging adults and persons with disabilities and chronic conditions is never easy. For parents, loved ones and clients, you want to ensure they are cared for properly and professionally with compassion. At Broadspire,<sup>®</sup> our mission is to support all aspects of client care for those who are aging or disabled and to help protect the interests and assets of those involved while providing an unbiased, independent point of view from highly trained, credentialed care providers. We are one of the industry's largest independent care management companies with over 20 years of experience.

Our employees constantly work with our clients, their families and other care providers to help ensure that all medical, physical, psychosocial and environmental needs are covered. We have the scope and resources to inform and educate, as well as provide high-quality services that focus on quality of life, safety and well-being. Although budgets may vary, there is no limit to the compassion we provide.

01 

By 2040,  
21.7% of the  
total U.S.  
population will  
be aged 65  
or older.  
(Administration  
on Aging:  
[aoa.acl.gov](http://aoa.acl.gov))



02 

Our expert approach addresses all aspects of life to ensure your loved one is able to remain safe, happy, healthy and at home for as long as possible.

# Quality care for a better quality of life

## **A holistic support solution**

Broadspire Care Management uses a holistic approach to help improve quality of life. We assist you with identifying and successfully addressing the many challenges involved in caring for an aging or disabled loved one. Our expert approach addresses all aspects of life to ensure your loved one is able to remain safe, happy, healthy and at home for as long as possible. A Broadspire Care Management representative assesses current and future needs, operates as an advocate on your loved one's behalf, and organizes all services while helping to protect the interests and assets of your loved one.

## **Global reach, local care**

As a part of Crawford & Company,<sup>®</sup> a global organization with presence in more than 70 countries, we have the reach and scope to support our care managers and their clients with best-in-class resources. Crawford<sup>®</sup> has been delivering customer satisfaction for over 75 years with an unequalled commitment and passion for excellence.

Our network of care managers spans the entire country and is available to provide care for aging adults and persons with disabilities who don't live nearby. Trained to broach subjects that can be difficult for families, friends or other advisors, our care managers have the skills and knowledge to properly determine problems and develop solutions.

## **Finding the best approach**

We understand that no situation or need is the same, but providing safety, happiness and excellent care is always our goal. We provide objective recommendations so our clients can make informed decisions about the approach that best fits their individual requirements.

# Experts at compassionate care

## All the right credentials

Broadspire Care Managers are all registered nurses, or master's level counselors with a background in geriatrics or special needs. Every care manager participates in extensive ongoing training and is required to maintain at least one national certification. With an average tenure of eight years, they understand the intricacies of navigating social services and healthcare delivery systems and have the skills to assess needs and interests, locate resources and develop and implement the best solutions from the most cost-effective resources.

## An impartial voice

Broadspire Care Management's programs and services are not associated with any home health agency, insurance carrier or facility. This enables us to provide a completely objective assessment of every situation to help ensure the well-being of our clients and their families.

03 

Broadspire Care  
Managers always act  
in the best interest of  
the client.



## Enhancing quality of life

Caring for those suffering from loss of mobility and chronic age-related diseases can be challenging. For these clients, our care providers seek to enhance their quality of life from the very beginning. Care managers perform an assessment of the client's functional, physical and cognitive status, as well as his or her environment and financial/legal situation. Upon completion of this evaluation, we provide a detailed analysis of the client's status and recommendations for quality, cost-effective solutions that provide the greatest level of support possible.

## Many hats. One goal.

Broadspire Care Managers assume many roles throughout the day to ensure the needs of our clients are met, be it advocates, medical advisors or surrogate family members. We're here to help you with the management and administration of caring for your loved one for as long as you need us.

Interviewing and screening in-home caregivers or hiring contractors for home modifications, attending and coordinating medical visits, planning outings and visiting clients to celebrate special occasions are just a few of the things they do on a daily basis to help clients achieve and maintain a high quality of life. If placement in a nursing home or extended care facility is warranted, the care manager will help locate appropriate options, check credentials and tour the facility with the client, as well as determine suitable payment options and coordinate all paperwork. Most importantly, they always act in the best interest of the client in support of meeting his or her goals.

04



Broadspire Care Managers evaluate current and future needs, act as advocates, and coordinate care while protecting assets.

*"I supervise a staff of 400 and oversee a multi-million dollar budget. I believe that excellent staff should be recognized for their dedicated and professional service to clients and the community. My Broadspire Care Manager has gone above and beyond the call of duty to assist me and my family. At every turn, she has been there to deal with the many complicated and frustrating issues related to caring for an elderly parent. I want to thank you and your organization for the wonderful services provided."*

*– Broadspire Care Management Client*



# Supporting those with special needs

## **Focused care**

Our care managers have a simple, focused priority: making sure adults and children with special needs get the care and support they deserve. They are trained to look for opportunities and programs that increase capabilities, independence and quality of life. They work closely with parents and professional representatives to make sure our clients have the materials, support and services they need to live a safe, happy and fulfilling life.

## **Addressing complex circumstances**

It can be quite a challenge to successfully manage disbursements from trust funds, protect the beneficiary's eligibility for government-provided benefits, and coordinate and protect everyone involved against legal liability arising from misuse of funds. For fiduciary and legal matters, Broadspire Care Managers serve as healthcare representatives, evaluating the client's health, needs and interests to further ensure that the best care is being provided.

## **A caring 360-degree approach**

Broadspire Care Managers help create an appropriate environment to help reduce risk by approaching care from every angle. Through their experience and expertise, they work to coordinate resources, equipment, medical and social services. Additionally, they provide transition coaching for a more independent, productive life. They perform evaluations from both medical and financial viewpoints (medical needs assessments and reviews of appropriateness for trust fund disbursements). They also support and assist families with Independent Education Plan (IEP) meetings. When needed, they can assist with identifying care alternatives or community services that can supplement existing care.

05



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# Operating within complex systems

## Administration

Working within the healthcare and social services systems to help individuals who are aging or have special needs is complex and can often be overwhelming to those family members involved. Understanding jurisdictional nuances and regulatory guidelines can be frustratingly confusing, as can navigating the associated paperwork and documentation.

## A simple answer

Our care managers have the expertise to organize information, complete the required forms and even attend hearings for our clients. We avoid missteps that could take months or even years to clear up, and relieve families and individuals of the burden of staying compliant with the system's guidelines.

06



As life expectancies continue to increase, the number of persons aged 65 and older will increase dramatically during the period of 2010 to 2030 as the baby boomer generation ages. (census.gov)

# What Broadspire Care Management offers

## Healthcare advocacy

Our care managers provide our clients, their families and caregivers, with the information they need to make certain decisions related to various aspects of the client's healthcare. We are advocates for our clients and strive to see that their desires are honored.

- Onsite assessment and recommendations
- Ongoing care coordination
- Crisis management
- Family guidance and education
- Environmental safety analysis

## Financial advocacy

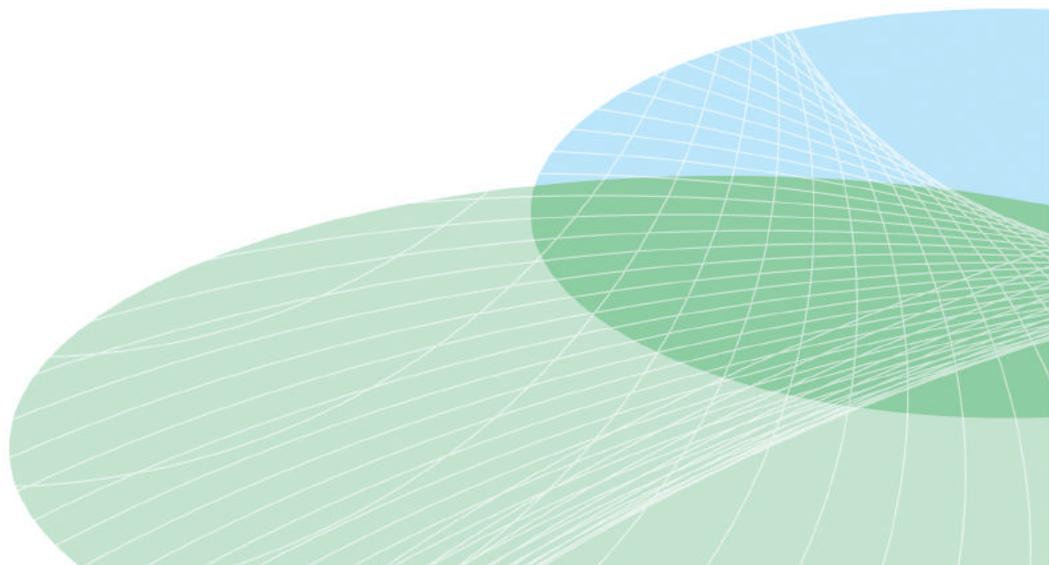
Broadspire's professionals can assist our clients, their families and caregivers in applying for medical financial assistance where applicable, and educating them on how to correctly administer those programs and disperse the funds properly. We also work with family members and caregivers to assist in recognizing any type of financial exploitation.

- Assistance with state and federal benefit applications
- Family education on how to prevent predatory behaviors

## Specialty services

We can assist our clients and their families in locating special services they may need to remain independent in their own homes. This can include medication management equipment, monitoring services and transitional living arrangement programs. These are the areas where we excel and that make us different. We work to service ALL of our clients' needs.

- Medical coordination
- Medication management
- Monitoring services
- Transition services
- Home life enrichment





# What Crawford & Company<sup>®</sup> offers

Based in Atlanta, Ga., **CRAWFORD & COMPANY<sup>®</sup>** is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Crawford Solution<sup>®</sup> offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRD-A and CRD-B.

**BROADSPIRE<sup>®</sup>**, a leading third-party administrator, offers casualty claim, medical management, accident and health, and disability and leave management solutions, helping increase employee productivity and reducing the cost of risk through early intervention, professional expertise and data analytics. As a Crawford Company, Broadspire is based in Atlanta, Ga. Services are offered by Crawford & Company under the Broadspire brand in countries outside the U.S.

**CATASTROPHE SERVICES<sup>™</sup>** is the insurance industry's leading independent adjusting resource for claims management in response to natural and man-made disasters.

**CONTRACTOR CONNECTION<sup>®</sup>**, an industry leader in contractor managed repair services, provides insurance carriers and consumers a national network of residential and commercial contractors that are vetted and performance managed, measuring quality, time in process and customer satisfaction.

**EDUCATIONAL SERVICES<sup>™</sup>** has provided employees, clients, and the broader insurance industry with training solutions for more than 60 years. It includes three unique service offerings: traditional and virtual classroom programs; KMC OnDemand,<sup>™</sup> a highly configurable knowledge management technology delivering customized learning programs, simulations and performance support tools; and continuing education/license compliance solutions.

**GARDEN CITY GROUP<sup>™</sup> (GCG<sup>®</sup>)** administers all aspects of class action settlements, mass tort cases, and Chapter 11 bankruptcy cases.

**GLOBAL TECHNICAL SERVICES<sup>™</sup> (GTS<sup>™</sup>)** is the single best global resource for adjusting large or complex losses. The unique combination of experienced and qualified professionals, infrastructure and leadership enables strategic management of major losses anywhere around the globe.

**LEGAL SERVICES<sup>™</sup>** provides legal and technical claim solutions to a broad range of clients. Through an Alternative Business Structure license, it differentiates by its alignment to client needs, commercial approach and a diverse offering across multiple cross class insurance product lines.

**RISK SCIENCES GROUP<sup>®</sup> (RSG<sup>®</sup>)** delivers global risk management information systems (RMIS) that provide the ability to track and consolidate multi-coverage claims data and enterprise-wide exposures to risk by maintaining highly accurate and credible databases on behalf of each client.

**SPECIALIST LIABILITY SERVICES<sup>™</sup> (SLS<sup>™</sup>)** encompasses Crawford's UK liability service with a combined staff of 150 specialists across 12 locations. Each office represents a local "centre of excellence" staffed by experts from different liability disciplines.

In the United States, the **U.S. PROPERTY & CASUALTY<sup>™</sup>** business unit offers claims services to include: property and casualty claims services, liability, marine and aviation, vehicle services, transportation services, contractor managed repair services (Contractor Connection<sup>®</sup>), and Global Technical Services<sup>™</sup> (GTS<sup>™</sup>) for adjusting large or complex losses. Outside of the U.S., these services are referred to as **PROPERTY & CASUALTY<sup>™</sup>**.

**WEGOLOOK<sup>®</sup>** is a mobile technology company with a network of over 30,000 Lookers<sup>®</sup> across the U.S., Canada, UK, and Australia who perform on-demand field services, such as inspections, asset verifications, data collection, and custom tasks for a variety of industries, including: insurance, auto, real estate, banking, and heavy equipment.

For more information, please contact us at 800-241-2541 or [info@us.crawco.com](mailto:info@us.crawco.com).





BROADSPIRE®

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CONNECTION®

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GLOBAL TECHNICAL  
SERVICES<sup>SM</sup>

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RISK SCIENCES GROUP®

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U.S. PROPERTY  
& CASUALTY<sup>SM</sup>

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## Let us help

From the moment of initial referral, our care managers work with you, as well as financial and legal professionals, physicians, and service providers, to improve the quality of life for your loved ones who are aging or disabled.

Contact Broadspire Care Management today by calling 800-735-8898 or emailing us at [caremanagementexperts@choosebroadspire.com](mailto:caremanagementexperts@choosebroadspire.com) to learn more.

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