

# Chubb's Healthcare Industry Practice



Healthcare is a complex, dynamic, and highly regulated industry. Chubb's Healthcare Industry Practice comprises of a committed team of multidisciplinary professionals with expertise that work with our healthcare clients to meet the ever evolving and sophisticated insurance coverage needs of this industry.

## Key Highlights

### CHUBB'S HEALTHCARE INDUSTRY PRACTICE HAS...

- Over 25 years of experience providing insurance solutions that address the diverse exposures facing healthcare organizations
- Flexible and scalable insurance solutions for healthcare organizations of all sizes, from small community facilities to larger acute care hospital systems to academic medical centers
- Global capabilities to help protect multinational operations and exposures through one of the largest networks of owned, local branches throughout the world
- Deep healthcare expertise across underwriting, claims, and risk engineering, all backed by the financial strength of Chubb

## World Class Services Offerings

- A proactive, partnership-focused approach to insurance, reinsurance and alternative risk financing coverage
- Collaboration across the Chubb organization to offer multi-line products and insurance solutions for healthcare customers
- Risk management services tailored to each customer and their specific needs

## Target Classes

- **Long-Term Care Facilities**
  - Skilled Nursing
  - Assisted Living
  - Independent Care
  - Continuing Care – Retirement Communities
- **Hospitals and Healthcare Systems**
  - Acute Care Hospitals
  - Healthcare Systems
  - Integrated Delivery Systems
  - Teaching Hospitals
  - Children's Hospitals
  - Specialty Hospitals
- **Outpatient Medical Facilities**
  - Behavioral Health, Critical Access, Rehabilitation, Sub Acute
  - Outpatient Medical Facilities
  - Free-Standing ER's
  - Employer Based Health Centers
  - Urgent Care Centers
  - Blood/Tissue and Organ Procurement
  - Community Health Centers
  - Pharmacies
  - Physical and Occupational Rehabs

## CHUBB SOLUTIONS

- Medical Professional, General Liability
- Excess Liability
- Financial Lines
- Cyber/Privacy Coverage

- Healthcare Property
- Commercial Automobile
- Environmental
- Construction
- ESIS, third-party claims administration

- Aerospace, heliport, and non-owned aircraft
- Surety
- Accident & Health

## What We Have Written Lately

Risk Description	Insurance Written	Premium Amount	The Chubb Difference
Outpatient Medical National imaging centers	<ul style="list-style-type: none"> <li>• PL/GL</li> <li>• Umbrella</li> <li>• Property</li> <li>• Auto</li> <li>• Inland Marine</li> <li>• Crime</li> </ul>	\$5,500,000	<ul style="list-style-type: none"> <li>• Tailored insurance to fit specific needs of insured</li> <li>• Creativity of terms and conditions to address a challenging Equipment Breakdown and Natural Catastrophe perils</li> </ul>
Hospital	<ul style="list-style-type: none"> <li>• PL/GL</li> <li>• Financial Lines</li> <li>• Privacy Protection</li> <li>• Property</li> <li>• Crime</li> <li>• Heliport</li> </ul>	\$7,330,000	<ul style="list-style-type: none"> <li>• Dedicated GCE (Global Client Executive) to coordinate the overall Chubb relationship</li> <li>• Customized Captive terms to fulfill the Healthcare Systems unique and specific coverages</li> </ul>
Long-Term Care <i>1 retirement Center located in the southwest with services including memory care, assisted living and independent living</i>	<ul style="list-style-type: none"> <li>• PL/GL</li> <li>• Umbrella</li> <li>• Fiduciary</li> <li>• EPL</li> <li>• Property</li> </ul>	\$599,000	<ul style="list-style-type: none"> <li>• Chubb won the account due to our responsiveness and multi-line capability</li> </ul>

## What We Have Paid Lately

- Property:** An insured hospital's cleaning staff accidentally damaged a wall mounted sprinkler head in one of their operating rooms, causing damage to several surgical suites and highly specialized electronic surgical equipment. The adjustment team worked quickly with the insured's contractors to repair the building, replace the equipment and minimize the business income loss. The quick action and damage assessment by the claims team facilitated payment, allowing the insured to order a new robotic surgical system for delivery within two weeks. As a result of the prompt assessment and resolution of the loss, the insured sustained no business income or extra expense claim. **Total loss paid was \$2.2M.**
- Ransomware Attacks:** A hospital's computer system was the subject of a ransomware attack. While the attacker sought only \$500, the hospital incurred significant expenses attempting to restore the data from their computer systems. Health insurance carriers could not be billed, and imaging capabilities were greatly impacted as they could not produce the images from MRIs or CT scans. Additionally, the malware corrupted their systems to the point of paper mode being utilized to chart and monitor patients. **More than \$700,000 was paid for forensics, data recovery, business interruption and crisis management costs.**
- Medical Professional Liability:** A patient passed away after undergoing medical treatment. It was alleged that the healthcare professionals failed to prescribe proper medications prior to a surgical procedure and the family of the deceased demanded in excess of \$50M from Chubb's medical insured. Chubb engaged appellate counsel to review the trial and the counsel was integral in formulating jury instructions on apparent agency of our insured. **After a week-long trial, a defense verdict was rendered to our insured due to this instruction and a \$44M plaintiff's verdict was rendered against the codefendants.**

## Web Links

- [Chubb Healthcare Industry Practice](#)
- [Agent & Broker Resource Center](#)
- [Claims Service – What Makes Us Unique](#)

## WHY CHUBB?

- Underwriting Expertise
- Tailored Solutions
- Risk Engineering Services
- Superior Claims Service
- Global Reach
- Financial Strength

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). Insurance provided by ACE American Insurance Company and its U.S.-based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Risks subject to full underwriting review and acceptance; premiums may vary. Reasons listed for why an insured chose Chubb based on perceptions of Chubb employees from communications with producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.