EPIC Senior Living

Insurance solutions for the Aging Services community

CASE STUDY

Proof in Practice: Why LeadingAge Is an EPIC Insurance Client, Too

When searching for the right national insurance program provider for members, LeadingAge reflected on its own insurance coverage. Without a policy analysis and little communication with their broker outside of billing matters, LeadingAge knew their insurance program lacked real strategy.

LeadingAge's internal finance team was concerned about being both over and underinsured at the same time — fearing unknown gaps in coverage in some areas and excess coverage in others. LeadingAge questioned whether their insurance was truly right sized for the organization.

THE SEARCH PROCESS

During the process of naming EPIC Senior Living's Aging Services Insurance as its exclusive national insurance program provider, LeadingAge engaged EPIC to evaluate their own coverage as well.

EPIC conducted a thorough and diligent policy analysis of LeadingAge's existing insurance program. From there, the brokerage established a new service model and infrastructure that provided LeadingAge with an engaged support team, informed strategy, clear service expectations, and consistent communication.

With their data-driven roadmap, EPIC identified opportunities to consolidate carriers, introduce new coverage limits, and bolster coverage in exposed areas. In August 2024, LeadingAge engaged EPIC to become its national insurance program administrator.

"We chose EPIC Senior Living because of their strong reputation for exceptional service, expertise, and commitment to building lasting relationships," said Michael Amerman, vice president of finance for LeadingAge. "Their team took the time to truly understand our needs and offered thoughtful, tailored solutions that align with our goals and the goals of our members. EPIC's responsiveness and professionalism provide us with confidence and ensure that ours and our members' insurance needs are met and well managed."

THE RESULTS

The early results achieved in year one of LeadingAge's new insurance program were significant:

- **Consolidated from six carriers to just one**, reducing the likelihood for gaps in coverage that arise when multiple insurance providers are involved.
- **Reduced premiums by more than $45,000** without compromising coverage.
- **Saved time and resources** through prompt fulfillment of documentation requests and hands-on guidance during renewal cycles.
- **Improved risk control and practice management** with critical data findings that identified and prioritized risk areas and solutions.

THE TAKEAWAY

LeadingAge doesn't just endorse EPIC's Aging Service Insurance as a Gold Partner for its members; it is also a client of the program.

"EPIC assists LeadingAge's members in navigating the insurance realm that most are unsure of or knowledgeable enough to push back on coverages they may not need and/or are missing for the best market price. The team offers personalized guidance with a panel of providers at affordable price points designed specifically to meet the members' unique needs," said Amerman.

LeadingAge members can expect exceptional service, tailored support, and value-driven solutions for their own insurance needs — the same expertise guiding LeadingAge is available to every member they serve.

EPIC Senior Living is the broker and program administrator of Aging Services Insurance, a LeadingAge & EPIC insurance program, exclusive to LeadingAge members. Contact us today for an evaluation of your insurance program.