

## THIRD PARTY ADMINISTRATORS

# ESIS President: Third-Party Administrators to Profit From Cost Controls, Higher Risk Retentions

By [David Pilla](#)

NEW YORK //BestWire// - Third-party administrators are in a position to prosper as more carriers seek to control costs and raise risk retention levels.



**James Shevlin**

BestWire spoke with Jim Shevlin, division president of ESIS, a Chubb company, about developments in third-party administration, challenges for the market and the company's future prospects as it celebrates its 70th anniversary.

Shevlin is responsible for profit and loss performance, as well as overseeing the advancement of strategies around product development, customer service and relationships and sales.

He has more than 30 years of insurance experience, 20 of them at Chubb, where he held a variety of leadership roles. Prior to his current position, he was regional executive officer of Chubb's Southeast region. He joined the company, then named Ace, in 2002, and has a diverse background in sales, marketing, management and e-commerce practices in the insurance industry.

**Q:** What excites you about the TPA space?

**A:** The TPA space is a dynamic and growth-oriented space. One of my key observations reflecting on the last 12 months is that I don't think third-party administrators are widely understood, so being able to help the marketplace understand the benefits TPAs provide, and ESIS's offerings and services is an important priority.

**Q:** Since taking the helm back in June 2022, what have been the biggest challenges and how did you overcome them?

**A:** We are no strangers to challenge and have years of experience in helping clients navigate and deal with adversity. We have become more efficient through the adoption of new technologies and have migrated to a cutting-edge platform that has allowed us to integrate our claims process, account management systems and ancillary services.

We have expanded our electronic payments system. We introduced a new document management system to execute progress automation strategies. And we continue to grow our staff and expand the training they receive on the use of those technologies, as well as best practices. These technology and talent developments enable us to meet the needs of our clients more effectively in an ever-changing business environment.

**Q:** What does the market look like this year and in the near future? Are there any shifting developments?

**A:** The TPA market is faced with many opportunities, as companies are continuing to look for ways to

## ESIS President: Third-Party Administrators to Profit From Cost Controls, Higher Risk Retentions (continued)

control costs and are willing to carry more risks themselves at a higher retention. This supports the need for hiring the right TPA. The most significant benefits of hiring a TPA are to control the cost of claims for which the client is directly responsible, having the TPA assume the administrative burden of handling claims, and providing expertise in risk management services.

We are seeing the need for more data to help identify, predict and act. At ESIS, we are focused on applying our risk and claims expertise to help clients mitigate their losses and move towards a predict and prevent approach. We look to incorporate the latest data and analytics to help with the decision-making process. Both go hand-in-hand and is what I believe makes ESIS stand out in the TPA space. We owe it to every one of our customers to help them understand what the data means for today and tomorrow.

We are also seeing increased opportunities in targeted industry verticals and working to further our offerings with specialization of talent and claims handling approaches. For example, we have more than two decades of experience in providing claims management support to the construction industry, including dedicated practice leaders and claims specialists specifically aligned to that vertical. We remain committed to ensuring technical expertise is aligned with industry verticals to ensure we are able to effectively support our clients in controlling the overall claims cost.

Service capabilities designed to exceed client and claimant expectations are at the forefront of the industry and central to our business. We are regularly looking for ways to raise the bar. In our business there is no room for complacency, and we have made significant investments in our people and technology over the past few years to create greater efficiencies and productive program outcomes.

Q: Is ESIS looking to expand its TPA activities in any direction this year and in the future?

A: For ESIS, our short- and long-term focus for TPA activities is centered on the significant investment in our people, technology and working with clients to create greater efficiencies and productive program outcomes. This includes a commitment to grow our staff and expand the training they receive to meet the needs of our clients, regardless of the business environment.

In terms of technology enhancements, we have migrated to a cutting-edge platform that has allowed us to integrate our claims process, account management systems and ancillary services. We have expanded our electronic payments system. We introduced a new document management system in 2022 to execute progress automation strategies. And, as a complement to the personal touch we currently provide, we continue to incorporate the latest data analytics and predictive modeling tools to help identify, mitigate and manage risks.

Q: What has the company learned over its 70 years and in what ways has its market changed?

A: In 2023, ESIS celebrates its 70th anniversary. With 70 years' experience behind us and a strong vision for growth in front of us, we are well-positioned for the future.

## ESIS President: Third-Party Administrators to Profit From Cost Controls, Higher Risk Retentions (continued)

Over the years, data and technology have changed the way we think about managing claims. At ESIS, we are focused on applying our risk and claims expertise to help clients mitigate their losses and move closer to a predict and prevent approach. By helping our clients reduce claims and administrative costs, ESIS can help its clients to operate more efficiently.

Q: How can ESIS attract and retain talent in the current environment?

A: All great workplaces are built on an enduring culture and strong set of values and ESIS is no exception. We are focused on preserving our corporate culture and expanding the value offered to employees for their dedication in improving our customer and claimant experiences.

We provide a positive working environment that is fostered by comprehensive training resources, mentorship programs, growth opportunities, as well as recognition programs that put the spotlight on best practices for others to learn and benefit from for the long term.

Retaining our talent is equally important and requires focusing both on professional development and personal balance. Our people are what makes ESIS special, and we put them at the center of our processes.

We are extremely focused on ensuring a positive journey for our employees. At the end of the day, ESIS is a people-driven business, and good people are at the core of our business.

ESIS provides a full range of risk management services including workers' compensation claims handling; casualty insurance products such as general liability, automobile liability, products liability, professional liability and medical malpractice claims handling; and disability management, according to its website.

Underwriting entities of Chubb Ltd. have current Best's Financial Strength Ratings ranging from A++ (Superior) to A- (Excellent).

(By David Pilla, news editor, BestWire: [David.Pilla@ambest.com](mailto:David.Pilla@ambest.com)) #