

Insurance Services

We optimise performance at every stage of the insurance process



Optimising performance

MDG has been working with the insurance sector since 1994 to increase efficiency, cut costs and improve end-to-end process times. By delegating elements of the insurance process to us, such as the gathering of medical data, underwriting of risk, claims management and rehabilitation, our clients are free to focus their internal resources more effectively.

Operating primarily in the life, income protection, disability and critical illness sectors in the UK and Ireland, we optimise performance at every stage of the insurance process. Our breadth of services, proprietary systems and data-mining techniques afford us an unparalleled offering to the market.

MDG in numbers

- 100,000 nurse screenings per year
- 10,000 doctor led medicals per year
- 50,000 tele-interviews per year
- 30,000 GP reports per year
- 30,000 samples analysed per year

Our services

Our services are underpinned by secure, proprietary systems which reduce paperwork and end-to-end process times and provide instant access to in-depth MI.

Our services for insurers include:

- Tele-interviewing & tele-claims
- Nurse screenings & claims visits
- Doctor medicals
- GPR administration
- Claims management
- Rehabilitation

What makes us different

In addition to the quality and breadth of services we deliver, we believe working with MDG offers clients several advantages over other providers in our sector. These include:

- Our size, reputation and financial strength, which positions us as a preferred business partner for many of the UK and Ireland's largest financial institutions
- An experienced management team whose understanding of the insurance market affords them an invaluable insight into the challenges facing our clients; and the solutions required to meet them
- The diversity of our service offering, which allows us to ride out peaks and troughs and share best practice
- The quality of the Management Information we provide
- Our extensive, managed network of healthcare professionals across the UK and Ireland
- A proven track record of delivering market-leading services and innovations, ensuring our clients can be confident they are 'future-proofed'
- A transparent fee scale, to ensure the actual price represents exceptional value for money



Security & compliance

As a provider of services to firms in a highly regulated industry, we must be able to demonstrate to our clients that their business will be as safe in our hands as in their own.

We have invested significant resource into ensuring we meet our clients' procurement, audit and compliance requirements.

Our credentials in this area include:

- Screenings and outsourced underwriting divisions regulated by the Financial Services Authority
- Clinics are regulated by the Care Quality Commission and hold SEQOHS accreditation
- Director-level Compliance and Data Protection Officers
- Fully compliant with the Data Protection Act
- Robust Business Continuity and Disaster Recovery plan in place which meets the requirements of BS25999
- Doctors and nurses registered with the General Medical Council and Nursing and Midwifery Council respectively
- Subject to rigorous client compliance audits (direct offices and reinsurers); in which robust, low-risk results are consistently achieved
- Secure, web-based systems for remote client access using Microsoft SSL, 128 bit encryption and XML technology for easy integration
- Annual security penetration tests on our IT systems and infrastructure

The procurement process

When working on a tender or re-tender opportunity, we apply a structured approach which has evolved through participation in many varied procurement processes. Both prospective and

existing clients' procurement officers receive clear, concise documentation which covers all areas of our business, making adopting our services easy and straightforward.

These include:

- Corporate insight
- Corporate governance
- Financial performance
- Operational processes
- Business continuity
- Systems and integration
- Audit and compliance
- Business risk insurance
- References and testimonials
- Environmental policy
- HR policies (CRB, pre-placement appraisal and training protocols)
- Management reporting
- Relationship management
- Service level agreements
- Pricing models

Contact us

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