



epiq outcomes

With expert staff and a sophisticated infrastructure, Epiq provides stakeholders in mass tort matters with flexible, proven solutions to meet all your administrative and back-office needs regardless of scope or size.

Epiq has experience handling the biggest and most complex mass tort matters, as well as the compassion, skill, and domain expertise to manage the most delicate and sensitive. We've developed a core set of processes and capabilities to handle both the familiar and unexpected challenges that arise in complex disputes.

Subject matter expertise

With more than 20 years of experience, our expertise spans the full range of mass tort matters. Our professional staff is comprised of seasoned subject matter experts — attorneys, nurse reviewers, medical billing and coding experts, and accountants. Our team understands the unique demands of a mass tort matter, and we start each engagement by consulting with our clients to understand the specific needs for the clients and help develop the scope of services and project timeline sensitivities for the individual matter.

What we offer - Case Development

Claimant communication support

Managing communication with a large population of clients—whether to collect information or to keep them informed—is a challenge. Our technology investments and experienced team provides a scalable platform to meet this need and extend the client service and communication approach you

already have in place. We train our fulfillment center and claimant service teams to your standards for retainer and/or intake processing, and update and educational communication with your inventory. Comprehensive reporting provides a clear view into status, progress, potential obstacles, and how to overcome them. Our 98,000-square-foot facility has the capacity to scale to 600+ seats to handle projects on extremely short notice. Foreign language support includes multilingual operators and partnership with third party translation service that supports more than 200 languages.

Medical record retrieval and review

We work with your preferred retrieval vendor or leverage our relationships to obtain preferred terms and manage all aspects of the retrieval process, including record handling and facility fees, obtaining authorizations, and curing information gaps and defects. Our experienced review analysts are trained on both the litigation and your review standards before assignment to a project. All medical data is

Solutions Overview

captured and kept in a structured database—easily accessible for automated population of short-form complaints and plaintiff fact sheets, or other reporting and analysis.

Plaintiff fact sheet fulfillment

Our Plaintiff Fact Sheet Fulfillment services leverage our medical record, data management, and communication capabilities to streamline the fact sheet process and fulfill each claimant's profile, minimizing the strain on your back office and need to source and manage temporary workers. When necessary, our claimant communication support services can obtain personal knowledge information via outbound phone contact. Comprehensive tracking and reporting lets your team direct and closely monitor the process, prioritizing particular files as needed. Whether a litigation requires submission to a dedicated fact sheet system or standard submission, we will handle the fulfillment and processing of all documents and templates for your final approval and delivery to the court.

What we offer - Settlement Services

Settlement document and data processing

Our correspondence and data management services relieve the administrative and processing burdens of managing claimant correspondence. We consult on the development of disclosure and release correspondence content, ensuring compliance with the rules of professional conduct for aggregate settlements. Our correspondence packages are designed to minimize potential deficiencies with plain-language completion instructions and flagged signature pages. As returned packages are received, we verify claimant information and review submissions for sufficient completion. Where deficiencies exist, we manage the cure process directly with you, or if you choose, through our claimant communication services. We mail, track, and review inbound release packets for completeness and validity.

Case adjudication and allocation

Epiq helps to design and reviews medical record data to apply point-based allocation models that ensure similarly-situated claimants are treated equitably and facilitate the fair and objective distribution of settlement proceeds. For more than 150,000 mass tort claimants, our seasoned team of attorneys and nurse reviewers have consulted on the development and administered injury award allocation criteria.

Healthcare lien resolution

Epiq will resolve liens in accordance with settlement terms, applicable law and healthcare regulations, and legal ethics obligations. Regular communication and reports available through our client portal provide timely, complete, and accurate access to the client's program information. Using our portal, clients can access lien status updates, submit documents, cure discrepancies, and review case statuses at their discretion. We pioneered the healthcare lien resolution industry and have continuously pushed the status quo by designing more effective resolution programs achieving better outcomes for claimants and firms.

Settlement fund administration

Epiq facilitates the timely disbursement of settlement proceeds and the resolution of all settlement considerations using qualified settlement funds ("QSFs") and other settlement trust or escrow vehicles. Our team works with financial institutions to implement QSF agreements according to MSA terms and prevent unnecessary fees and disbursement requirements, while ensuring compliance with Treasury regulations. We manage the administrative burden and coordinate fund distributions to special purpose vehicles, such as special needs trusts and structures.