

epiqreach

Case development services

Epiq case development services—including claimant communication support, case intake and review, medical record retrieval and / review, plaintiff fact sheet fulfillment, claimant communications, and call center support—help law firms create a strong foundation on which to build successful client outcomes. Our integrated, cost-effective approach to case development lets our clients supplement or scale their operations with our deep bench of capital, technology, and human resources. We work closely with firms to understand their requirements and capabilities, then deliver data, documents, and reports in a way that best compliments their existing processes. Our case development clients enjoy the benefits of outsourcing without sacrificing quality or hands-on control.

Claimant communication support

Managing communication with a large population of claimants—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, as well as both update and fact-finding communications with your claimants. Comprehensive reporting provides a clear view into status, progress, potential obstacles, and how to overcome them.

Call center: Experienced call center team members are extensively trained on litigations as well as specific firm project criteria. All calls are recorded and can be reviewed by firms for quality control. Call center services are available 24 hours a day for both in-bound and out-bound calls, and available in multiple languages upon request.

Document processing: Document processing is a mundane but important task, and one that can monopolize a firm's resources. Printing, assembling packets, mailing out, tracking, follow-up calls, scanning and saving documents are all administrative tasks that firms can partner with Epiq on, thus allowing their staff to focus on more productive tasks.

Medical record retrieval and review

We start with close collaboration to set review and reporting standards and establish clear communication between our retrieval and review

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

Follow up to resolve record and data deficiencies can be handled directly by Epiq case managers, or by reporting to your team. Either way, we will work to ensure timely progression of each case to inventory or discharge according to your standards.

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 submission.