



AAA® Claims Programs Services

Streamlining the claims resolution process for public and private entities

Routine business transactions or catastrophic natural disasters can have large-scale consequences with significant impact on individuals, businesses, governments, and homeowners.

The AAA provides customized or turnkey programs to help organizations and businesses **resolve claims—including the most high-volume, large-scale caseloads—quickly and cost effectively.**

The AAA is uniquely positioned to handle these claims:

- *National scale* allows solutions to be operational rapidly, impartially, and competitively priced.
- *Regional presence* facilitates attention to the details of each claim and permits the AAA to set up localized operations quickly and hire on-site staff as needed.
- *Not-for-profit, non-partisan, public-service mandate* is to use alternative dispute resolution (ADR) for swift, fair outcomes.

Range of Claims

AAA's experience includes claims programs stemming from natural disasters and environmental issues, such as hurricanes and toxic tort claims, to those resulting from business matters—for example, mortgage foreclosures, corporate bankruptcies, and class actions.

Volume of Claims

Size doesn't matter: the AAA has the operational capability for the management and disposition of multiple claims at once or a succession of claims over time, from dozens of cases to tens of thousands of cases.

Types of Services

Officials in government, business, or law can select from existing AAA services, or the AAA will work with stakeholders to choose or create a configuration of settlement services and a pricing schedule tailored to the caseload.

Teams Expertise

Prompt and economical program design, filing, management, and objective disposition at competitive costs is provided by experienced solutions-design and case-administration specialists as well as skilled AAA arbitrators and mediators.



Claims Programs

Congressional and Federal Agency ADR

Hundreds of federal, state, and local statutes, regulations, and orders name the AAA to provide dispute prevention and ADR programs, notably the Automobile Industry Special Binding Arbitration Program, the AAA Medicare Demonstration Project; Federal Communications Commission (FCC) programs, and U.S. Olympic Committee (USOC) and U.S. Anti-Doping Agency (USADA). For more information, visit www.adr.org/Government.

Corporate Bankruptcy ADR

The AAA customizes and administers claims programs for reorganizing companies, addressing specific needs of corporate debtors, creditors, and trustees with efficient packages designed to conserve corporate assets by reducing time and expense. For more information, visit www.adr.org/ClaimsPrograms.

Disaster Relief Dispute Resolution

The AAA's catastrophe-response programs (either government-mandated or voluntary) facilitate quick, cost-effective resolution of insurance claim disputes between insurance companies and the insured homeowner, property owner, or business owner. States have selected the AAA to handle claims stemming from Hurricanes Katrina, Rita, and Andrew; Super Storm Sandy; Northridge Earthquake; and Hurricane Matthew, among others. For more information, visit www.adr.org/DisasterReliefPrograms.

Employment Dispute Resolution

Large-scale workplace disputes and appeals involving issues including wrongful termination, harassment, discrimination, and compensation can be handled by the AAA through arbitration or mediation with its panel of employment arbitrators or mediators. For example, the AAA administered an appeals program contained in a court-approved settlement of a class-action overtime lawsuit against an employer. For example, the AAA administered an appeals program contained in a court-approved settlement of a class-action overtime lawsuit against an employer. For more information, visit www.adr.org/Employment.

Foreclosure Mediation

The AAA designs mediation programs for residential and commercial mortgage foreclosure for government agencies, courts, and lenders and servicers. For more information, visit <https://info.adr.org/mortgagemediation>.

Healthcare Payor Provider

AAA Payor Provider programs address reimbursement disputes between payors and providers in the healthcare industry. For more information, visit www.adr.org/Commercial.

State Automobile Insurance Programs

The AAA has been administering the Minnesota No-Fault Arbitration Program since 1975; the New York State No-Fault and UM/SUM Insurance Disputes Program for over 40 years; and the New Jersey No-Fault/PIP (Personal Injury Protection) Program from 1983-2004 and was awarded the program again in 2017. For more information, visit www.adr.org/Government.