



Client Spotlight

# Streamlining insurance excellence;

with swift policy issuance, comprehensive underwriting, and efficient claims management.



**Lakshmi Lakshminarasimhan**  
Director, IS/IT & Innovation  
Medical Insurance Exchange of California



## Overview

The landscape of insurance today is a fusion of tradition and innovation, blending time-tested risk assessment principles with rapid advancements in data analytics, artificial intelligence, and digital platforms.

One organization that has encountered both challenges and opportunities in this evolving landscape is the Medical Insurance Exchange of California (MIEC), a distinguished member-owned reciprocal insurer serving over 7,400 healthcare professionals across California, Hawaii, Alaska, and Idaho.

From a technological perspective, MIEC operated on a legacy, in-house technology platform for nearly 47 years. Although it had a contemporary user interface, and high service levels, over time, the old system became fragmented as each medical provider within MIEC developed its own rules, leading to a disjointed and complicated system.

**The vision? A unified, comprehensive policy management platform that further enhances the experience for all stakeholders. The missing link was a partner who could transform this vision into reality.**



**MPL**

AFFILIATE PARTNER

OneShield is proud to be an affiliate member of the Medical Professional Liability Association.

**Exploring a reciprocal insurance exchange's transformation from outdated legacy systems to an agile Software-as-a-Service (SaaS) platform.**



## Why Choose SaaS?

Long recognized as a pioneer in the medical malpractice insurance space, MIEC's senior leadership decided to embark on a transformative technology journey – eventually embracing OneShield Market Solution's cutting-edge Software-as-a-Service (SaaS) platform.

For insurers, SaaS platforms deliver unmatched value through cost-efficiency, scalability, accessibility from anywhere, automatic updates, rigorous data security, and compliance measures.

These platforms optimize operations, drive innovation, and enhance flexibility, making them indispensable tools for modern insurance operations.

MIEC's decision to transition to SaaS aligns with its commitment to evolution, cost-effectiveness, and further enhanced service excellence. The next step was to find the right SaaS solutions provider.



**“We are thrilled to have played a pivotal role in supporting MIEC throughout this transformative project and eagerly anticipate their continued expansion on our platform...”**

Rex Blazeovich, President of OneShield Market Solutions.





## Why choose OneShield Market Solutions?

MIEC confronted a massive task: revamping its legacy home-grown policy management system with minimal disruption. OneShield, a comprehensive SaaS platform tailored for medical liability insurers, emerged as the ideal solution. It seamlessly combined MIEC's malpractice expertise with technical excellence.

Leveraging OneShield's experienced team of system migration and implementation professionals, the OneShield Market Solution (OMS) SaaS platform became more than just software; it became a strategic enabler.

With OMS, MIEC reaped immediate benefits:

- **Swift Policy Issuances:** Reduced turnaround times, resulting in satisfied customers.
- **Comprehensive Underwriting:** Providing insights for sound decision-making.
- **Efficient Claims Management:** Ensuring prompt claims processing.

Moreover, the platform's integrative capabilities stood out, promising transformative changes in payment options, dividend disbursements to exchange members, and claims processing.

## A ground-breaking transformation requires a proven technology partner.

For MIEC, OneShield dedicated the same resources to success as it does for all clients, providing:

- An agile implementation team to help facilitate a seamless transition.
- A unified platform for a frictionless experience for agents and insureds.
- Transparent workflows and data access for trend analysis.
- Quick platform configurations focused on unique complexities of medical professional liability.
- A robust API for future integration and data extraction.

# A success story through collaboration



**No technology journey is without its challenges. However, MIEC's experience with OneShield stands testament to what genuine partnership and collaboration can achieve.**



In 2023, MIEC went live with the OMS SaaS platform. Leveraging OMS's advanced features, MIEC has moved into the digital-first landscape offering separate portals for insureds and underwriters, successfully integrating with critical third-party systems, and embracing panoramic visibility, fostering collaboration, better decision-making, and exceptional service levels.

"We are thrilled to have played a pivotal role in supporting MIEC throughout this transformative project and eagerly anticipate their continued expansion on our platform," expressed Rex Blazevich, President of OneShield Market Solutions. "The successful implementation of OMS for MIEC's medical malpractice insurance operations showcases our commitment to delivering tailored, industry-specific software solutions that empower our clients to thrive in an increasingly competitive marketplace."

"MIEC has always been committed to delivering the highest quality of service to our policyholders, and the implementation of OMS marks a significant milestone in our growth journey," said Lakshmi Lakshminarasimhan – MIEC's Director, IS/IT & Innovation. "By partnering with OneShield, we have equipped ourselves with a robust platform that will enhance our current operations but also provide the scalability required to meet the evolving demands of the insurance industry. We are excited about the potential for continued success and innovation this collaboration brings."

MIEC President Andy Firth added, "Our experience with OMS has been one of true partnership and collaboration, and we look forward to a long-term relationship. With additional capabilities on the horizon, we're poised to expand our business, and continuously improve our service while simultaneously reducing operating expenses."

**In the ever-evolving world of medical malpractice insurance, MIEC, alongside OneShield, isn't just a participant in a new future; it's a leader in the medical professional liability space.**

## About MIEC

MIEC provides medical professional liability insurance to physicians, medical groups, acupuncturists, and other healthcare professionals in the U.S. West, including Alaska, California, Hawaii, and Idaho. Founded in 1975 and headquartered in Oakland, CA, MIEC is owned and operated for the benefit of over 7,400 members. MIEC seeks to provide innovative and cost-effective medical professional liability protection and patient safety services for physicians and other healthcare professionals.

MIEC was created by physicians and operates its business for the benefit of its membership as demonstrated by a virtually unrivaled program of policyholder dividends that has substantially reduced the costs of MPL insurance to its membership.

For more information, visit: [www.MIEC.com](http://www.MIEC.com)

## About OneShield

**OneShield Software provides business solutions for P&C insurers and MGAs of all sizes.**

OneShield's cloud-based and SaaS platforms include enterprise-level policy management, billing, claims, rating, relationship management, product configuration, business intelligence, and smart analytics.

Designed specifically for personal, commercial, and specialty insurance, our solutions support over 90 lines of business. OneShield's clients, some of the world's leading insurers, benefit from optimized workflows, pre-built content, seamless upgrades, collaborative implementations, and pricing models designed to lower the total cost of ownership.

Our global footprint includes corporate headquarters in Marlborough, MA, with additional offices throughout India.

For more information, visit [OneShield.com](http://OneShield.com)

