



Senior Living

TOMORROW.  
IMAGINE THAT.™



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## Who We Are & History

### WELCOME - A MESSAGE FROM THE PRESIDENT AND CEO

Thank you for considering Pharmacists Mutual as your insurance provider. As we approach our 125th year of providing specialty insurance solutions to our members, know that our commitment to serving you through providing the peace of mind that comes with industry-leading insurance and risk management services remains as focused and passionate as ever. Our team of professionals understands your business, and how to help you find the insurance coverages required to protect it for the long run. As you consider options, know that many companies will offer you general solutions, but your business isn't common – and neither is your need to protect it. You deserve an insurer offering specialized solutions meant to protect what you have built. Our products and services are built to exceed that need, and we hope to connect with you soon as a member to prove it.



AARON PEARCE  
JD, MBA  
PRESIDENT & CHIEF EXECUTIVE OFFICER



### WHO WE ARE

Pharmacists Mutual is a nationally recognized leader providing insurance and risk management solutions within the healthcare industry. Pharmacists Mutual operates in all 50 states and the District of Columbia. Financially secure, we have been an A.M. Best "A" Excellent\* rated property and casualty insurance provider for more than 100 years. Pharmacists Mutual, with our subsidiaries, takes pride in being your single source of insurance protection. Our broad portfolio of products and services provides for our members' business, professional, and personal insurance needs.

### HISTORY

It all began back in 1898 when a young Al Falkenhainer traveled west to Titonka, Iowa, to open the town's first business – a drug store. Sadly, four years later, a fire destroyed all of his hard work. Frustrated with loss settlement practices, Falkenhainer set out to build a better insurance company, turning what appeared to be a bleak end into a thriving and prosperous insurance company, Druggists Mutual Insurance.

As a member and officer of the Iowa Pharmacists Association, Falkenhainer set out to provide prompt and fair claims service to members of the pharmacy profession. But beyond this, he wanted to establish a company that could respond to the needs of the industries it serves.

In 1992, Druggists Mutual Insurance was renamed Pharmacists Mutual Insurance Company. For more than a century, the company has remained driven by Falkenhainer's original vision and continues to offer the same personalized and dedicated service to its members. Pharmacists Mutual has expanded beyond pharmacy, providing coverage to other areas of healthcare-related businesses and professionals, such as senior living and care facility operations.





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## Why Insure With Us

When you choose to insure with Pharmacists Mutual, you are choosing to be a member of a mutual company that is truly committed to the members we serve. Our staff includes qualified professionals who are dedicated to providing top-notch service and insurance coverage.

**10**  
**THE TOP**

## *Reasons to buy from* **Pharmacists Mutual**

- 1 Proactive understanding of claims** If you are experiencing losses, we get to the heart of why losses are occurring and address fundamental issues that are tied to each occurrence.
- 2 Experience** We have been providing dedicated service to our members since 1909.
- 3 Knowledge backed by research** We continually seek knowledge about how losses occur to assist members in managing potential threats.
- 4 24/7/365 policyholder and claim service** When dealing with real life circumstances, you want to deal with real life people. We are here when you need us most.
- 5 Financial security and stability** Financial security and stability is important. We have earned an A.M. Best A (Excellent) rating\* for more than 100 years.
- 6 One-stop-shop** We have an expanding portfolio of products and insurance solutions to be your single source of insurance coverage.
- 7 Personalized service** Building relationships is key. Pharmacists Mutual offers personalized service from dedicated local representatives, our home office team, and on-staff professionals.
- 8 On-staff professionals** We provide you guidance and risk management solutions with on-staff professionals.
- 9 Unsurpassed dedication** Pharmacists Mutual offers a fully integrated insurance program for senior living facilities. Our goal is to offer peace of mind and we believe that goes beyond providing only insurance coverage.
- 10 Coverage designed with your needs in mind** We stay informed of industry changes – to better design coverages you may need.

\* AM Best Financial strength rating is an independent opinion.

### RISK MANAGEMENT SERVICES

With over a century of experience insuring professionals, we've learned a lot about the kinds of risks professionals face, and what it takes to keep losses under control. Our approach to managing loss is simple. We help our members prevent claims, and if claims do occur, help to keep them from becoming catastrophes. The art of managing risk requires a blend of professional expertise that Pharmacists Mutual brings to the table. Working in a highly collaborative environment, our staff of risk management professionals bring skill sets and experience needed to keep exposures in check.



### TOOLS AND RESOURCES

Pharmacists Mutual provides a wide variety of tools and resources to help members minimize the impact of financial loss on their business by applying time tested and proven techniques to manage risks they face every day.

Pharmacists Mutual helps members by providing information specific to the concerns and areas of loss in the senior living industry. By reviewing losses and listening to member concerns we are able to zero in on the areas of specific concern to senior living facilities.

- Risk Management Portal
- Risk Assessment Services
- Model Policies and Procedures
- Management and Staff Training
- Workplace Safety and Consultations
- Educational Resources

### RISK MANAGEMENT R&D

#### BROADENING THE SCOPE AND CHANGING THE PERSPECTIVE

There are ever-changing and emerging threats in the senior living industry that require new and innovative approaches to managing the risk. At Pharmacists Mutual, our culture is to continually seek knowledge about how losses occur and to improve our ability to help members deal with threats.

Recognized as experts in our field, we share our insight with the industry and with our members through Risk Management Alerts via email and social media platforms, presentations, webinars, RM Intel white papers, and solutions designed to respond to your specific concerns.



## Risk Management Center

With over a century of experience in insuring businesses, we have learned a lot about the risks you face and what it takes to keep losses under control. We understand the importance of managing risk and the benefits of keeping exposures in check. With this in mind we have developed a Risk Management Center to better serve our members.

The Pharmacists Mutual Risk Management Center is a single source platform providing members with tools and resources needed to proactively manage risk exposures and to develop programs that reduce claims and their associated costs. When you enroll in the Risk Management Center you will be able to benefit from the following resources:

- **Risk Management Resource Library** provides resources developed based on industry best practices, including Pharmacists Mutual exclusive content.
- **Online Training Library** has video, PowerPoint, and other materials for training your staff. Through the proprietary software, you can assign materials directly to employees via email, or download for presentation to groups. Most materials are provided in both English and Spanish.
- **Human Resources Database** is a handy online resource with information members need to manage employees and their benefits. The application includes both Federal and State specific sample policies, procedures, and summaries of requirements.
- **Job Descriptions** are important when filling open positions and in helping understand physical requirements of the job. The software includes templates for building and storing descriptions you develop.
- **Audit Tools and Resources** include templates which allow you to create audit forms helping you systematically review safety and regulatory compliance.
- **Claim Tracking and Reporting** software allows you to record claim information to prepare for reporting and for compiling OSHA 300 reports (where required).
- **Insurance Certificate Management** software provides an efficient tool for building and tracking Certificates of Insurance.
- **Ask the Expert** for technical assistance on risk management issues 24 hours a day, and someone will respond to you within one business day.

*The Risk Management Center is available to Commercial Members only. Email [riskmgmt@phmic.com](mailto:riskmgmt@phmic.com) to gain access.*



# VISTA

Protect Your Tomorrow

Pharmacists Mutual Insurance Company is pleased to offer our Business Package policy, known as VISTA. With the VISTA policy, you will have access to exceptional commercial property coverage and optional coverage enhancements. We tailor coverage to your unique needs with the VISTA policy.

- **Commercial Property**
- **Coverage Enhancements**



Pharmacists Mutual provides the dependable service and financial backing needed during some of our members' most challenging times. We bridge an important gap, providing insurance coverage needed to help your business recover from loss.



We invite you to take advantage of our industry expertise and responsive claims team, as we provide you with the guidance needed to choose the right coverage options for your individual operations.

We understand your needs and the importance of business property protection. That is why we offer a range of property insurance coverage options to safeguard your commercial property.

### COVERAGE OPTIONS

- Replacement Cost
- Actual Cash Value
- Functional Replacement Cost (Building Only)

### PROPERTY TYPES

- Buildings
- Business Equipment and Computers
- Exterior and Interior Signs
- Valuable Papers and Records
- Equipment and Property in Transit
- Loss of Business Income or Earnings

### ADDITIONAL COVERAGE

- Employee Dishonesty
- Money and Securities
- Equipment Breakdown
- Earthquake
- Flood\*

\* Flood insurance options are written through PMC Advantage Insurance Services, Inc., a wholly-owned subsidiary of Pharmacists Mutual Insurance Company.



With the Protection Plus or Protection Elite endorsements, you can tailor your coverages to meet the demands of your business. The following is a detailed summary of the coverage options offered for each endorsement with additional coverage limits available.

COVERAGES	PROTECTION PLUS	PROTECTION ELITE
Fire Department Service Charges	\$5,000	\$10,000
Money Orders and Counterfeit Money	\$25,000	\$25,000
Business Income from Dependent Properties	\$25,000	\$50,000
Inventory and Appraisal Expenses	\$2,500	\$2,500
Permanent Outdoor Structures	\$10,000	\$250,000
Spoilage Coverage	N/A	\$50,000
Utility Services - Time Element	\$25,000	\$50,000
Newly Acquired or Constructed Property		
• Buildings	\$1,000,000	\$1,000,000
• Business Personal Property	\$500,000	\$500,000
• Business Income and Extra Expense	\$500,000	\$500,000
Personal Property - Off Premises	\$25,000	\$25,000
Business Income Loss from Another Property	\$10,000	\$25,000
Change in Temperature of Perishable Stock	\$5,000	\$5,000
Money and Securities		
• Inside the Premises	\$15,000	\$25,000
• Outside the Premises	\$5,000	\$15,000
Employee Dishonesty	\$10,000	\$50,000
Outdoor Property	\$10,000	Blanket Coverage Limit of \$250,000
Valuable Papers and Records	\$25,000	
Accounts Receivable	\$25,000	
Outdoor Signs	\$25,000	
Water Back-up and Sump Overflow Coverage		
• Covered Property Annual Aggregate	\$50,000	
• Business Income and Extra Expense Annual Aggregate	\$10,000	

Some coverage limits may be increased. Refer to the endorsement for all terms and conditions.

## Additional Coverage Options

We have an expanded portfolio of products and insurance solutions to be your single source of insurance coverage. Whether you are looking for Workers Compensation or Commercial Auto coverage, we have you covered.

- **Commercial Auto**  
**Resident Transportation**
- **Workers Compensation**

## Commercial Auto

### COMMERCIAL AUTO INCLUDING RESIDENT TRANSPORTATION

Whether you own or lease one vehicle or a fleet of vehicles, we have coverage available to help protect your unique exposures. Assisted living facilities providing resident transportation face a higher risk during transport or while helping patients in and out of vehicles. Business Auto insurance provides protection for your clients including when providing Resident Transportation.

#### Coverage Options

- Auto Liability
- Medical Payments
- Personal Injury Protection
- Uninsured & Underinsured Motorists Liability
- Physical Damage
- Rental Reimbursement
- Towing & Labor
- Non-Owned & Hired Auto Liability



#### Types of Vehicles

- Private Passenger Vehicles
- Pickups & Vans
- Busses

Not available in Hawaii, Puerto Rico, or Massachusetts.



## Are You Covered?



**WHAT IF** one of your caregivers hurts their back while trying to pick up a client who has fallen?



**WHAT IF** an employee injures their shoulder while retrieving a box from a supply rack?



**WHAT IF** an employee trips and falls while working?

Work-related accidents happen every day. Having a Workers Compensation policy can protect you, your business, and your employees when unforeseen events take place. After all, your business is your livelihood, your investment, and your future. Isn't it important to have the right coverage in place?

When you purchase a Workers Compensation policy through Pharmacists Mutual, you can count on our policy to be offered at a competitive rate, with superior risk management services to help keep losses under control.

When employee injuries occur while working, Pharmacists Mutual's Workers Compensation policy provides you with the coverage and benefits needed and required by state law. Our policy meets your state's statutory regulations for insurance coverage and provides the legal protection desired to put your mind at ease. This coverage includes Employers Liability coverage, wage replacement, and medical benefits to injured employees.

### DON'T LIKE PAYROLL AUDIT SURPRISES?

Reduce them by enrolling in SIMPLEPAY, our pay-as-you-go solution for Workers Compensation policies.

## Personal Coverage



Personal insurance products are written through PMC Advantage Insurance Services, Inc., a wholly-owned subsidiary of Pharmacists Mutual Insurance Company.

**Contact us for your FREE no  
obligation proposal at 800.247.5930  
or [phmic.com/find-an-agent](http://phmic.com/find-an-agent).**



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Life and disability insurance options are written through PMC Advantage Insurance Services, Inc., a wholly-owned subsidiary of Pharmacists Mutual Insurance Company.