

YOUR CLAIMS & RISK MANAGEMENT PARTNERS

CareAgents delivers exceptional value through comprehensive claims and risk management services. Supported by in-house attorneys and claims professionals, we ensure fair settlements with unparalleled support. We minimize losses by educating insureds on risk exposures and implementing prevention strategies. Partnerships with VirtuSense for AI-driven fall prevention and WoundRounds for streamlined wound management further enhance our offerings. By integrating safety principles and fostering a culture of safety, we provide holistic solutions that protect clients and strengthen their resilience.

CLAIMS

Jeff Feldman, Senior Vice President of Claims
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With 37 years of claims experience, Jeff Feldman leads the senior living and healthcare claims team, delivering tailored solutions that reduce costs while upholding the highest standards of care to insureds.

Before joining CareAgents in 2021, Jeff was Vice President of Primary Construction Claims at AIG, managing a nationwide portfolio of high-exposure claims. Over his 25-year tenure at AIG, he handled claims across construction, healthcare, commercial auto, and liability sectors. He also held claims roles at Royal Insurance, General Accident, and Aetna.

Jeff holds a Bachelor of Arts in Economics with a concentration in Management from SUNY Binghamton.

RISK MANAGEMENT

Toni Malicdem, Senior Clinical Risk Manager
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Toni Malicdem oversees risk management strategies for senior living facilities, integrating innovative technologies with hands-on clinical experience. With 15 years in healthcare administration and risk mitigation, she bridges the gap between operational challenges and insurance solutions.

Before joining CareAgents in 2023, Toni held leadership roles in healthcare safety, administration, and social work, gaining critical insight into senior care operations.

Toni holds a Bachelor of Science in Psychology and a Master's in Social Work from the University of Illinois Chicago. She is a Licensed Clinical Social Worker, Licensed Nursing Home Administrator, and Certified Dementia Practitioner.

Monica Chadwick, Clinical Risk Manager
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Monica Chadwick brings over 30 years of nursing, risk management, and legal nurse consulting experience to the senior living program. She conducts on-site risk assessments and collaborates with the claims team to develop effective mitigation strategies.

Before joining K&B in 2024, Monica held senior risk management roles at Curi and Pendulum, LLC. Her background as a Legal Nurse Consultant at a senior living defense law firm provided key insights into claims defense and medical record analysis.

Monica is a Registered Nurse with a Bachelor of Science in Nursing. She is also a Certified Legal Nurse Consultant and a Certified Professional in Healthcare Risk Management.

HOW OUR CLAIMS & RISK MANAGEMENT BENEFIT YOU

- **Expertise & Training:** Our team combines decades of field experience with premier certifications in claims, safety, and risk management.
- **Tailored Solutions:** Customized strategies designed to meet your business' unique needs.
- **Client-Centric Approach:** We prioritize open communication, trust, and long-term success for our clients.
- **Proactive Approach:** We provide comprehensive programs that educate insureds and reduce potential exposures before incidents occur.



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