

STATEMENT OF QUALIFICATIONS

THIRD-PARTY ADMINISTRATOR (TPA) SERVICES

DEPARTMENT OF FINANCE *J*

DATE REC'D: JUN 30 2023

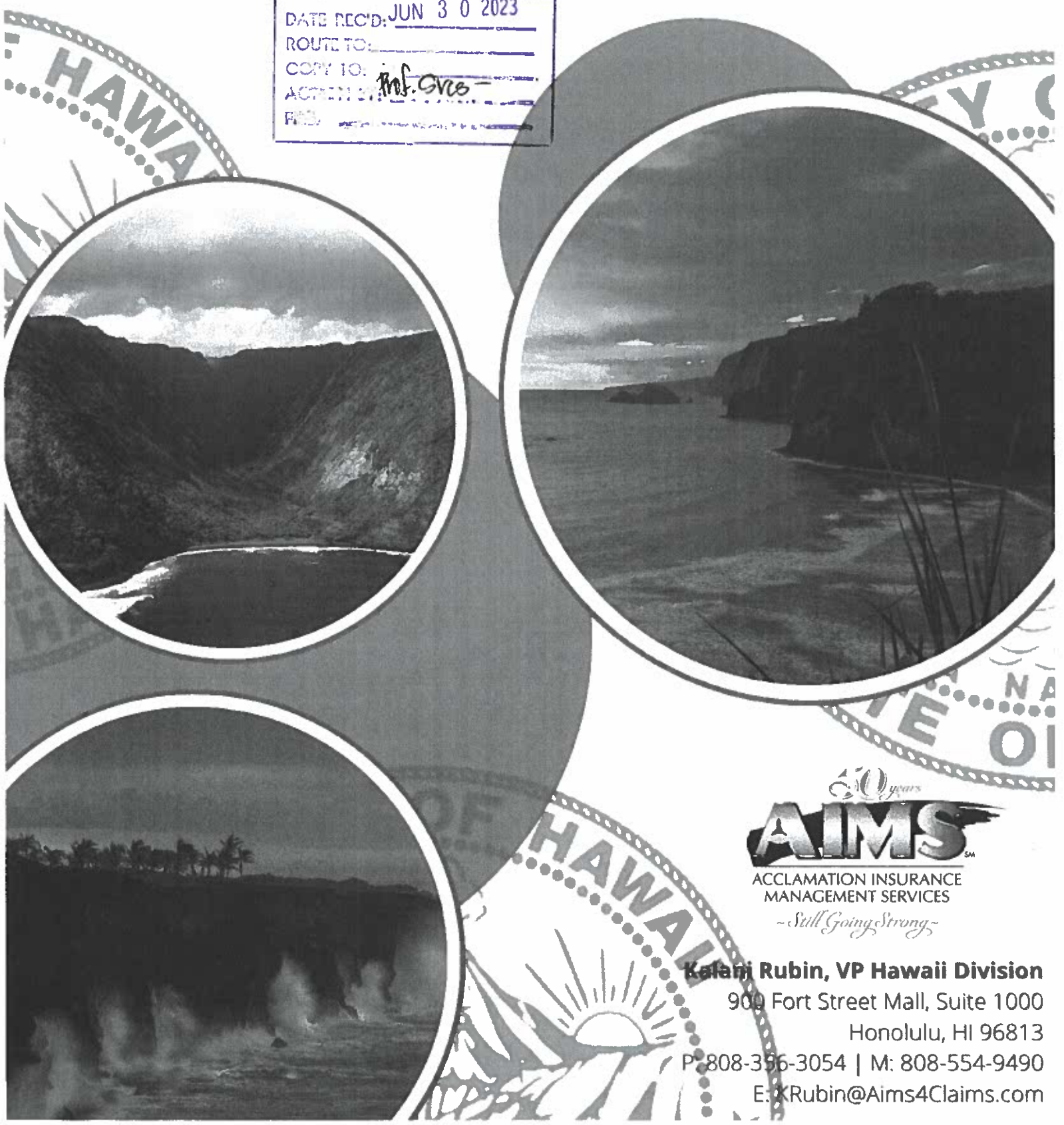
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ACTION BY: _____

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Prof. Gves



ACCLAMATION INSURANCE
MANAGEMENT SERVICES

- Still Going Strong -

Kalani Rubin, VP Hawaii Division

900 Fort Street Mall, Suite 1000

Honolulu, HI 96813

P: 808-356-3054 | M: 808-554-9490

E: KRubin@Aims4Claims.com



June 27, 2023

Ms. Deanna Sako, Director of Finance
County of Hawaii
25 Aupuni Street, Suite 2103
Hilo, Hawaii 96720
E-mail: crystalline.pacheco@hawaiicounty.gov

**RE: STATEMENT OF QUALIFICATIONS – FN.6 ACCOUNTING (CLAIMS
ADJUSTER): THIRD-PARTY ADMINISTRATOR (TPA) SERVICES**

Dear Ms. Sako:

Thank you for providing Acclamation Insurance Management Services, Inc. (AIMS) with the opportunity to respond to The County of Hawaii's Statement of Qualifications for workers' compensation claims administrations services. On behalf of the entire AIMS organization, I am pleased to submit our Letter of Interest and Statement of Qualifications to The County of Hawaii for review and consideration.

We thank you for this opportunity to continue our partnership. Should you have any questions, we would be delighted to answer any of your questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Kalani Rubin".

KALANI RUBIN
Vice-President, Hawaii Division



Statement of Qualifications for FN.6 Accounting (Claims Adjuster): Third Party Administrator (TPA) Services

- 1) **The name of the firm or person, contact information including email address, the principal place of business, and location of all of its offices;**

Acclamation Insurance Management Services, Inc. (AIMS) is a multi-line third-party administrator (TPA) that has been in business since 1973. The Corporate holding company, LJR Holdings, Inc. (LJRH) was originally founded as Leonard J. Russo Insurance Services, Inc. This privately owned organization is incorporated in the State of California and has been administering and providing workers' compensation, property and liability claims services continuously for five decades.

AIMS is proud to work with Allied Managed Care, Inc. (AMC) which provides Nurse Case Management and Medical Bill Review for our workers' compensation Clients. AMC is our sister company and is wholly owned subsidiary of AIMS parent company, LJRH. Located in the same office as AIMS, AMC provides a critical key advantage to our Clients by allowing our examiners to have direct and immediate interaction with our nurses and bill review team. This immediate interaction allows for early identification, evaluation, and resolution of potential problems and routine cases.

AIMS has an established network of branch offices strategically located in the western continental United States and Hawaii, servicing Clients ranging in size from small public agencies to Fortune 500 companies. Our California offices are located in Concord, Fresno, Sacramento and Santa Clarita.

Our Hawaii office is located in downtown Honolulu at Pioneer Plaza, 900 Fort Street Mall, Suite 1000, Honolulu, Hawaii 96813. Our Vice President, Kalani Rubin oversees our Hawaii Division and can be reached at (808)554-9490 or via e-mail: krubin@aims4claims.com

- 2) **The age of the firm and its average number of employees over the past five years;**

AIMS has been providing claims administration services for five decades and in Hawaii since 1979. AIMS and AMC combined have an average of 220 dedicated and conscientious professional employees between the continental United States and Hawaii. In Hawaii, AIMS has ten (10) colleagues and AMC has sixteen (16) for a total of twenty-six (26) colleagues.

- 3) **The education, training, and qualifications of the individual, or if a firm, its key employees in accordance with HRS 103D-304 and/or the professional and scientific occupation series contained in the United States Office of Personnel Management's Qualifications Standards Handbook;**

Listed below are the individuals that currently handle The County of Hawaii's workers' compensation program since April 1, 2020. This team brings a wealth of knowledge, stability and 120+ years of industry experience.

Liz Fukumoto: Indemnity examiner that handles claims for Police and Parks & Recreation. Liz has over three decades in the insurance industry.

Georgie Gines: Medical Only/Future Medical examiner. Georgie has over four decades of experience in the insurance industry.

Diann Tanaka-Saldana: Indemnity examiner that is a back up to Liz and Georgie. Diann has over three decades in the insurance industry.

Kalani Rubin: Account Manager for County of Hawaii/AIMS Claim Manager. Kalani has over two decades in the insurance industry.

Please see Exhibit I – AIMS Team Resumes and Corporate Org Charts

- 4) **A list of recent projects and the names of up to five clients who may be contacted, including at least two from whom services were rendered during the preceding year; and**

Listed below are five current Clients that will also serve as a reference. Prior to reaching out to our Client partners, please contact Kalani Rubin, VP-Hawaii Division at (808)554-9490 or krubin@aims4claims.com. Our Client partners are happy to provide references, but would prefer to be given prior notification of the reference call.

County of Hawaii
Sommer J. Tokihiro, Human Resources Manager II
Phone: (808)961-8182
Sommer.tokihiro@hawaiicounty.gov

Kyo-ya Ohana, LLC
Janel Palimo'o, Senior Human Resources Manager
Phone: (808)931-7797
E-mail: Janel.Palimoo@marriott.com

Hawaii Health Systems Corporation
Mark Hirokawa, Human Resources Manager
Phone: (808)733-4095
E-mail: mhirokawa@hhsc.org

Board of Water Supply
Neal Poepoe, Risk Manager
Phone: (808)748-5182
E-mail: npoepoe@hbws.org

Dorvin D. Leis Co., Inc.
Sheraden "Deni" Gutierrez, Director of Safety
Phone: (808)953-0005
E-mail: Sheradene@leisinc.com

- 5) Any promotional or descriptive literature which the individual or firm desires to submit.

For consideration we have provided marketing brochures for AIMS and AMC.

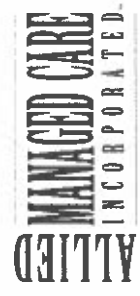
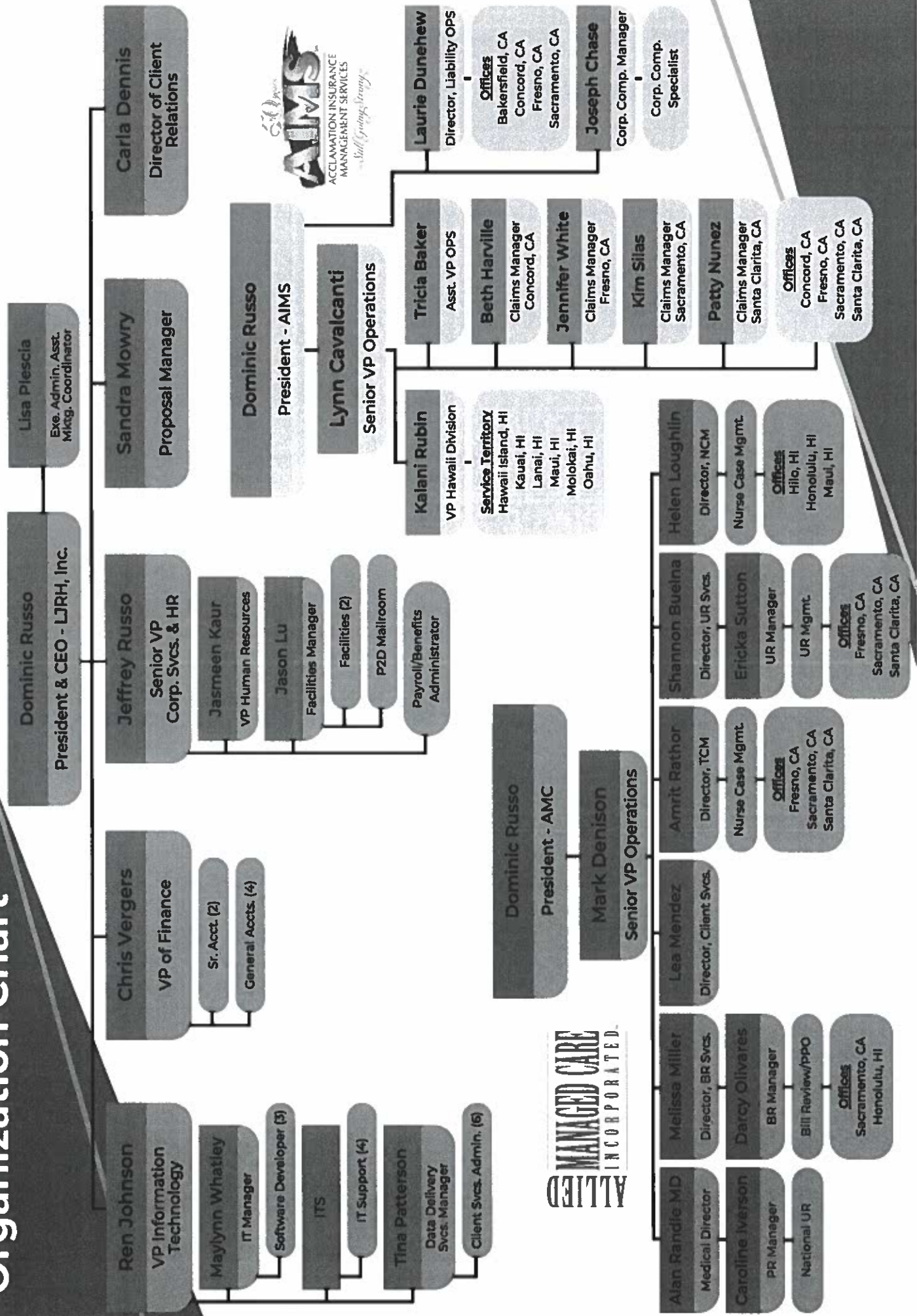
Please see Exhibit II – AIMS & AMC brochures



EXHIBITS

EXHIBIT I
TEAM RESUMES
&
CORPORATE ORG
CHARTS

LJRH, Inc. Organization Chart



Dominic Russo, President & CEO



SUMMARY OF EXPERTISE

Dominic has served as President of Acclamation Insurance Management Services, Inc. (AIMS) since 1994. In 2011, he assumed the leadership role of President & CEO for both AIMS and Allied Managed Care, Inc. (AMC), (the company). Under his stewardship, the Company consistently meets its corporate objective to –

“Deliver measurable financial results to our Clients through intelligent use of sophisticated technology and a flexible yet disciplined approach to service delivery with fiscal accountability. We nurture long-term

relationships by providing our Clients with technically competent, experienced, and dedicated staff acting with integrity in all that we do.”

KEY RESPONSIBILITIES

- Provides overall strategic leadership to the Company.
- Works with Board of Directors and Executive Management Team to establish long-range goals, strategies, plans, and policies.
- Oversees compliance of State Regulations and Carrier/Client needs.
- Ensures Client satisfaction and partnership objectives.
- Maintains and spearheads profitability of the Company.

RELEVANT EXPERIENCE

- | | |
|----------------|---|
| 2011 – Present | AIMS/AMC – President & CEO |
| 1980 – 2011 | AIMS <ul style="list-style-type: none">▪ President & COO (1994 – 2011)▪ Various Management Roles (1987 – 1994)▪ Claims Examiner (1980 – 1987) |

EDUCATION/CERTIFICATIONS

- College of Marin, Associate Degree in Business
- Harvard Business School, Graduate of Owner President Management Program

Lynn Cavalcanti, Sr. VP Operations



SUMMARY OF EXPERTISE

Lynn has extensive claims experience with public entities. She serves Acclamation Insurance Management Service, Inc. (AIMS) Clients by establishing critical service, program operations, and productivity criteria; benchmarking leading-edge practices; developing marketing channels; leading commitment to quality service; evaluating service results, and representing the company to Clients (making period visits, exploring specific needs, and resolving problems).

KEY RESPONSIBILITIES

- Establishes effective lines of communication and feedback between branches offices.
- Oversees quality control as it pertains to Client-related concerns (monitor claims reviews, report requirements, and makes recommendations).
- Develops, writes, and revises standard operating procedures; performs annual reviews and updates standard operating procedures, and works to ensure employees meet compliance standards.
- Monitors implementation of procedures and standards to assure compliance with the law in coordination with the Client, and/or AIMS reporting responsibilities.
- Ensures compliance with all government regulated Workers' Compensation rules, guidelines, and regulations; such as those promulgated by the State of California and Health Insurance Portability and Accountability Act.
- Participates in development of system updates to achieve superior quality and reliability levels that meet regulatory and customer-related requirements.
- Provides leadership and mentoring to employees by participating in the planning, development, coordination, and presentation of specific training and educational programs.

RELEVANT EXPERIENCE

2010 – Present	AIMS <ul style="list-style-type: none">▪ <i>Senior Vice President Operations</i>
2003 – 2010	York Insurance Service Group/Gregory B. Bragg & Associates <ul style="list-style-type: none">▪ <i>Regional Branch Manager</i>
2002 – 2003	North Bay Schools Insurance Authority <ul style="list-style-type: none">▪ <i>Program Services Manager</i>
1993 – 2002	North Bay Schools Insurance Authority <ul style="list-style-type: none">▪ <i>Workers' Compensation Claims Manager</i>

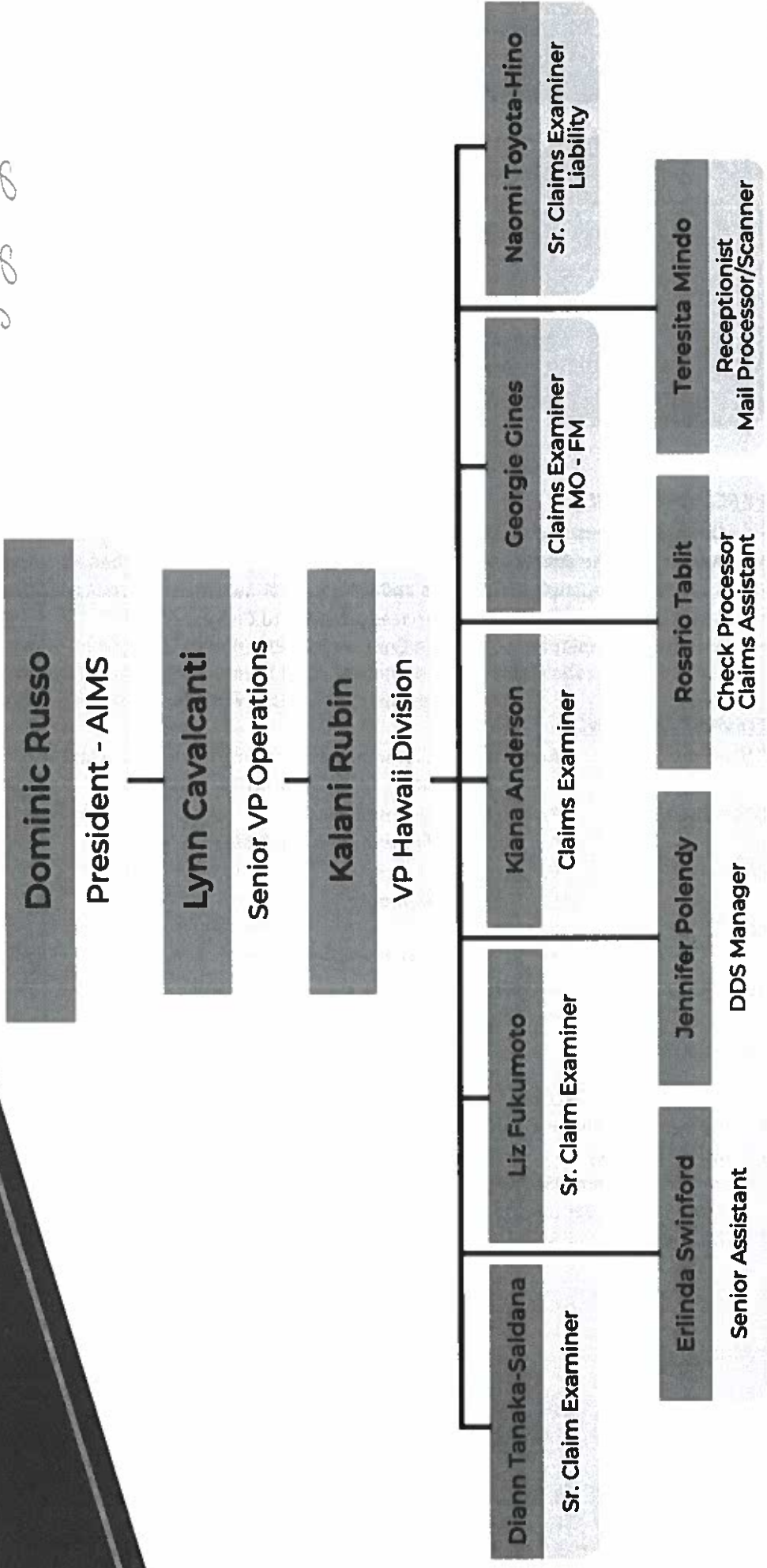
EDUCATION/CERTIFICATIONS

- Long Island University, New York, BA
- University of Phoenix, California, MA
- Concord Law School, California, JD
- Associate in Risk Management (ARM) 54-passed
- Self-Insurance Certificate

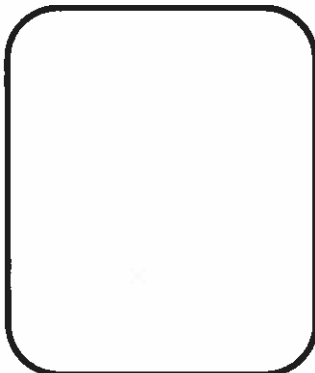
COMMITTEES/ASSOCIATIONS

- 2002 – 2003 Chair Legislative, California Association Joint Powers Authority (CAJPA)
- 1996 – 2002 Subcommittee Chair, Workers' Compensation, CAJPA Speaker/Presenter at California Coalition on Workers' Compensation (CCWC) & CAJPA Annual Conferences

AIMS Hawaii Organization Chart



Kalani Rubin, VP Hawaii Division of Workers' Compensation



SUMMARY OF EXPERTISE

Kalani has extensive experience in the workers' compensation (WC) industry. He has successfully managed 170+ Client programs. This included Third Party Administrator Personal Injury Protection, Bodily Injury, Property Damage and General Liability claims. He has a demonstrated understanding of risk management programs, policies, best practices, and training requirements.

KEY RESPONSIBILITIES

- Assists the Sr. VP with Client relations issues, managing new Client implementations and transitions, identifying and coordinating training, maintaining appropriate controls, and ensuring AIMS delivers as promised.
- Liaison between Sr. VP and Corporate departments and Operating managers.
- Works closely with support in areas such as Data Delivery Services and Marketing/Sales.

RELEVANT EXPERIENCE

- | | |
|----------------|---|
| 2015 – Present | Acclamation Insurance Management Services, Inc. (AIMS) <ul style="list-style-type: none">▪ <i>VP Hawaii Division</i> |
| 2008 – 2015 | Sedgwick Claims Management Services, Inc. <ul style="list-style-type: none">▪ <i>Claims Manager/Client Service Manager (2010 – 2015)</i>▪ <i>Claims Examiner/Claims Team Lead (2008 – 2010)</i> |
| 2007 – 2008 | Liberty Mutual Insurance/Wausau Insurance <ul style="list-style-type: none">▪ <i>Claims Case Manager</i> |
| 2001 – 2007 | John Mullen & Company, Inc. <ul style="list-style-type: none">▪ <i>Claims Adjuster – Workers' Compensation/Temporary Disability Insurance</i> |

EDUCATION/CERTIFICATIONS

- Travel Industry Management, Hawaii Pacific University, Honolulu, HI
- Business Administration, Pacific Lutheran University, Tacoma, WA

Liz Fukumoto, Sr. Claims Examiner

SUMMARY OF EXPERTISE

Elizabeth ("Liz") has extensive experience in the Workers' Compensation industry working for both public and private Clients. Liz has adjusted claims in Hawaii for more than 9 years and has held various positions in the industry for the last 25 years.

KEY RESPONSIBILITIES

- Examines and adjudicates WC claims involving: lost time, medical, rehabilitation benefits, subrogation, and medical and legal cost containment in accordance with State of Hawaii Labor Code.
- Manages claims platform administration for the Client. Administration includes setup, upgrades, maintenance, quality control, new conversions, and exits.
- Provides direction and oversight to assigned WC Claim Assistants.
- Assists in coordination of conversions and maintenance of computer systems.

RELEVANT EXPERIENCE

2015 – Present	Acclamation Insurance Management Services, Inc. (AIMS) <ul style="list-style-type: none">▪ <i>Claims Examiner</i>
2014 – 2014	Hawaii Employers Mutual Insurance Company <ul style="list-style-type: none">▪ <i>Claims Technician (6-month contract)</i>
2007 – 2014	Sedgwick Claims Management Services, Inc. <ul style="list-style-type: none">▪ <i>Claims Examiner (2008 – 2014)</i>▪ <i>Claims Assistant (2007 – 2008)</i>
1991 – 2007	John Mullen & Company, Inc. <ul style="list-style-type: none">▪ <i>Data Analyst (1999 – 2007)</i>▪ <i>Claims Examiner (1998 – 1999)</i>▪ <i>Claims Assistant (1991 – 1998)</i>

EDUCATION/CERTIFICATIONS

- Bachelor of Arts in Psychology, University of Hawaii Manoa, Honolulu, HI
- Workers' Compensation Limited Adjuster License

Georgie Gines, Claims Examiner – MO

SUMMARY OF EXPERTISE

Gorgonia ("Georgie") has extensive experience in the Workers' Compensation industry working for both public and private Clients. Georgie has held various positions in the industry as reflected in her experience identified below.

KEY RESPONSIBILITIES

- Handles claims that involves medical only treatments without lost time or Indemnity exposure.
- Makes phone calls to the injured worker, verifying treatments and reserving the claim with the current available information.
- Completes WC-1 Employer's reports of industrial injury, and WC-3 Year End and Final reports, which are submitted to the Department of Labor.

RELEVANT EXPERIENCE

2013 – Present	Acclamation Insurance Management Services, Inc. (AIMS) <ul style="list-style-type: none">▪ <i>Medical Only Claims Examiner</i>
2012 – 2013	C&C of Honolulu – Board of Water Supply <ul style="list-style-type: none">▪ <i>Customer Service Rep</i>
2001 – 2012	Noguchi & Associates Inc. <ul style="list-style-type: none">▪ <i>Claims Customer Service Rep</i>
1991 – 2001	Island Insurance Company <ul style="list-style-type: none">▪ <i>Workers' Compensation Claims Adjuster</i>
1990 – 1991	John Mullen & Company, Inc. <ul style="list-style-type: none">▪ <i>Workers' Compensation Claims Adjuster</i>
1981 – 1990	Chubb Group of Insurance Companies <ul style="list-style-type: none">▪ <i>Claims Examiner</i>

CERTIFICATIONS

- State of Hawaii – WC Claims Limited License (#4670815)

Diann Tanaka-Saldana, Sr. Claims Examiner

SUMMARY OF EXPERTISE

Diann has extensive experience in the Insurance industry working for both public and private Clients for over 30 years. Diann has adjusted claims in Hawaii for more than 10+ years.

KEY RESPONSIBILITIES

- Examines and adjudicates WC claims involving: lost time, medical, rehabilitation benefits, subrogation, and medical and legal cost containment in accordance with State of Hawaii Labor Code.
- Perform key responsibilities with minimal supervision; greater latitude in decision making and mentor claims examiners as needed.

RELEVANT EXPERIENCE

2015 – Present	Acclamation Insurance Management Services, Inc. (AIMS) <ul style="list-style-type: none">▪ <i>Claims Examiner</i>
2013 – 2015	Vern Sasaki, MD (IME Physician) <ul style="list-style-type: none">▪ <i>Medical Abstractor and Assistant</i>
2010 – 2013	Sedgwick Claims Management Services, Inc. <ul style="list-style-type: none">▪ <i>Claims Examiner III</i>
2008 – 2010	John Mullen & Company, Inc. <ul style="list-style-type: none">▪ <i>Claims Examiner</i>
2007 – 2008	Liberty Mutual Insurance Company <ul style="list-style-type: none">▪ <i>Claims Case Manager</i>
1989 – 2007	John Mullen & Company, Inc. <ul style="list-style-type: none">▪ <i>Claims Examiner (2003 – 2007)</i>▪ <i>Temporary Disability Insurance Adjuster (2000 – 2002)</i>▪ <i>Secretary for auto damage appraisals division (1898 – 2002)</i>

CERTIFICATIONS

- State of Hawaii Workers' Compensation Adjusters License (since 2000)
- State of Hawaii Notary Public Commission (30+ years)

EXHIBIT II
AIMS & AMC BROCHURES



Serving Clients is our Purpose.
Client Service is our Passion.

Since our founding in 1973, we have made it part of our mission to listen to our clients and tailor our services to their unique requirements.

WORKERS' COMPENSATION • GENERAL LIABILITY • COST CONTAINMENT SOLUTIONS



P.O. Box 269120
Sacramento, CA 95827

TOLL FREE:
(800) 444-6157

LOCAL:
(916) 563-1900

CENTRALIZED REPORTING
UNIT:
(800) 444-6157

www.aims4claims.com



Comprehensive loss
management support
tailored to meet your needs.
Make the most of your
organization's assets.
Loss Portfolio Management™
is a dynamic tool.



www.aims4claims.com

THIRD PARTY CLAIMS ADMINISTRATION (TPA)

Office Locations

We serve our TPA clients from 8 offices, conveniently located throughout California and Hawaii. To ensure effective management of your loss portfolio, we invite you to contact the office nearest you:

CALIFORNIA

Corporate
P.O. Box 269120
Sacramento CA 95826
916-563-1900

HAWAII

HAWAII, KAUAI, LANAI,
MAUI, OAHU
Honolulu, HI 96813
(808) 523-9621

To report a claim any
time of day or night, call
(800) 444-6157.

www.aims4claims.com

FRESNO

P.O. Box 28100
Fresno, CA 93710 (559)
227-9972

CONCORD

P.O. Box 269120
Sacramento, CA 95826
(916) 246-2600

SACRAMENTO

P.O. Box 269120
Sacramento, CA 95826
(916) 563-1900

SANTA CLARITA

P.O. Box 802108
Santa Clarita, CA 91380 (661)
703-7900

GENERAL LIABILITY

The more we do, the less you lose.

As your loss-portfolio manager, we carefully monitor and manage the cost and severity of your liability, property and auto claims. Our goal is to protect your bottom line through our Acclamation Insurance Management Services' family of integrated services for cost effective adjusting and administration of general liability insurance claims.

Our goal is to transcend your expectations. Through clear and effective communications, reporting tailored to meet your needs, and 24/7 electronic access to your loss portfolio, we help you achieve better outcomes and maintain appropriate loss-management control.

ALLIED MANAGED CARE — MEDICAL COST CONTAINMENT

We help control the cost of what costs you the most. The steadily rising cost of delivering optimal care for sick and injured workers continues to drive up your losses. In conjunction with our sister company, Allied Managed Care (AMC), we help control those costs from the very outset of each claim.

By working with you to define the most effective case management model and providing best-practice approaches learned from our more than 40 years of experience, we help save you money on each case.

SERVICES

Controlling losses that arise from workers' compensation claims is the cornerstone of our Loss Portfolio Management philosophy. This is not just a process of pushing paper, but a commitment to finding an effective balance between employee health and your organization's fiscal well-being. We achieve results and optimize cost efficiency by precisely tailoring loss management solutions to match your needs.

This collaborative, communication-driven, multidisciplinary approach incorporates claims examination, hands-on medical case management and effective resolution. We work in partnership with you to achieve optimal results, consistent with fair compensation for material loss and humane, competent, compassionate care for injured employees. We've built our business, and a stellar reputation, on these values and standards.

WORKERS' COMPENSATION

Improved outcomes for employers and employees alike. By their nature, workers' compensation claims present employers with the ongoing challenge of maintaining the balance between employee health and the organization's fiscal well-being. At AIMS, we have established a defined, repeatable process that enables you to achieve that balance on each claim filed.

Collaboration, Communication, Customization. Through our collaborative process, we design your program to align with your objectives, management philosophy and workplace needs.

OUR MISSION:

COLLABORATION, COMMUNICATION, CUSTOMIZATION

For nearly four decades, Acclamation Insurance Management Services (AIMS), has provided high-quality customized third party administration of workers' compensation and liability claims for self-insured private and public entities throughout the Western United States and Hawaii.

Since our founding in 1973, we have made it a part of our mission to listen to our clients and tailor our services to their special requirements.

Through this collaborative process, we design our clients' programs to match their objectives, management philosophies, and workplace needs. Each of our client programs is different, because we customize each one individually, but all include:

- Case-by-case detailed analysis that value claims, while lessening their financial impact
- Regular monitoring and assessment of your claims management program effectiveness, including internal audits that measure performance
- Proactive communication with employees and employers
- Specialized reporting tailored to your management objectives, most often at no additional cost

Through a network of offices in the Western United States and Hawaii, our highly experienced management and staff maintain ongoing communications with you and affected employees alike.

Our clients view our professional team as one of AIMS' strongest assets. We have an enviable record of staff longevity that spans decades. That stability provides consistency, continuity and experience you can rely on year in and year out. Because they have designed and implemented programs for hundreds of entities, our claims administrators and the medical cost-containment specialists of our sister company, Allied Managed Care (AMC), can deliver proven, practical solutions that generate better outcomes at lower costs.

FOR MORE INFORMATION, PLEASE CALL 800-444-6157



**ALLIED
MANAGED CARE
INCORPORATED.**

Allied Managed Care, A trusted provider since 1995

AMC has focused on managing medical costs and bettering outcomes on behalf of our clients. We have developed a unique strategy to protect our clients' critical financial assets and deliver optimal therapeutic solutions at minimal costs.

Serving Clients is our Purpose.
Client Service is our Passion.

MEDICAL BILL REVIEW • SPECIALTY BILL REVIEW • UTILIZATION REVIEW
MEDICAL CASE MANAGEMENT • MEDICAL PROVIDER NETWORK • PHARMACY PROGRAM



**ALLIED
MANAGED CARE
INCORPORATED.**

LOCATIONS:

Allied Managed Care, Inc.
P.O. Box 269120
Sacramento, CA 95827

TOLL FREE:
(800) 431-6336

LOCAL:
(916) 563-1911

FAX:

(916) 362-3043

Allied Managed Care, Inc.
900 Fort Street Mall,
Suite 1000
Honolulu, HI 96813

LOCAL:
(808) 534-1977

A trusted, proven provider since 1995.

A comprehensive menu of sophisticated solutions.

We validate and direct the most appropriate treatment.



MEMBER OF
SOCIETY OF
ACTUARIES

www.alliedmanagedcare.com

OUR MISSION:

CORPORATE STRATEGY STATEMENT

AMC, by reason of its Allied Managed CareSM medical cost containment services, is the industry-leading preferred provider of innovative, comprehensive medical and disability cost containment solutions for the workers' compensation industry, including insurance companies and self insured entities, public and private, throughout the Continental United States and Hawaii.

We deliver superior financial performance, which allows us to continuously reinvest in our future.

As a client-driven organization, we deliver measurable financial results to our clients through intelligent use, innovative technology, and a flexible, yet disciplined, approach to service delivery with fiscal accountability.

We enhance our leadership position by nurturing long-term relationships with our clients through providing them with technically competent, experienced and dedicated staff, acting with integrity in all that we do.

Allied Managed CareSM is a service mark of Allied Managed Care Incorporated for its medical cost containment services.

SERVICES

Improved outcomes for employers and employees alike

Controlling losses that arise from workers' compensation claims is the cornerstone of our Loss Portfolio Management philosophy. This is not just a process of pushing paper, but a commitment to finding an effective balance between employee health and your organization's fiscal well-being. We achieve results and optimize cost efficiency by precisely tailoring loss management solutions to match your needs.

This collaborative, communication-driven, multidisciplinary approach incorporates claims examination, hands on medical case management and effective resolution. We work in partnership with you to achieve optimal results, consistent with fair compensation for material loss and humane, competent, compassionate care for injured employees. We've built our business, and a stellar reputation, on these values and standards.

MEDICAL BILL REVIEW

Working To Save You Every Dollar Possible

While fundamental to any cost containment effort, the bill review program you select, and the skill of those doing the analysis, can have a significant impact on how much your organization spends. Unlike general systems, our customized, leading-edge software and comprehensive approach to bill review places special emphasis on specific cost elements that escalate costs.

SPECIALTY BILL REVIEW

Allied's focus is to maximize savings on every bill. We target your largest & most complex medical bills through an in-depth Clinical Audit & Professional Negotiation.

Our Approach

Certified Coding Review: Every bill line is validated to ensure all coding is appropriate & accurate. We focus on targeting all billing errors through Bundling/Unbundling edits.

Nurse Audit: We perform a line-by-line audit to identify appropriate treatment consistent with the provider's billing. This hands on approach provides an additional level of expert screening above standard bill review reductions.

Negotiation: Our negotiators leverage clinical audit findings, historical provider success rates, and national reimbursement databases. Negotiations are based off the appropriate treatment, not the provider's billed charges. All negotiations are fair & equitable for both parties. Allied always obtains a sign-off agreement from the provider.

UTILIZATION REVIEW

Expediting Appropriate Care

At AMC, we have a single-minded utilization review (UR) goal – to help your employees return to work by providing the best, most appropriate treatment as quickly as possible. We hire and train the best people and streamline all systems and processes to support that goal. In States where allowed we provide our claims examiners with the training necessary to authorize treatment requests that fall within pre-approved screening criteria. We also insist that our UR managers and directors attend state training seminars and conferences to stay current on the constantly changing UR process.

MEDICAL CASE MANAGEMENT

Lowering Costs Across the Life of a Claim

The simplest way to contain medical care costs for injured and ailing workers is to control medical treatment and care from the onset of the claim. At AMC, we strive for early intervention to assure an optimal treatment plan that maximize outcomes.

Our medical case management integrates with and supports your cost containment goals and objectives. This customized approach establishes referral criteria and incorporates a continuation of case management skill sets unique to your organization. We use only those services you need, and only those that will facilitate achieving medical stability at the best possible cost.

MEDICAL PROVIDER NETWORK/PPOS

Providing Better Care at Lower Costs. It works for everyone.

Our medical provider networks (MPN) and preferred provider organizations (PPOs) provide another opportunity to save on medical care costs. We understand that every client has unique needs and this is why Allied Managed Care (AMC) works with multiple PPO's nationwide and can customize a MPN to meet your individual needs. An example of AMC MPN capabilities is our Network Service Entity (NSE) for the entire state of California. What this means is our clients have no state filing, we can add clients to MPN and take the entire responsibility of the network.

We thoroughly vet providers to ensure knowledge in treating workers' compensation-related claims and return to work programs providing our clients with lower costs and avoiding abuse of treatment and narcotics. To enhance cost-saving possibilities, AMC can also negotiate special fees and discounts with non-PPO providers. Our goal is to provide you with the network you need Nationwide.

PHARMACY PROGRAM

AMC provides a Pharmacy Benefits Management (PBM) Program through its strategic partnerships. AMC's PBM services go beyond processing prescription drug transactions by working with partners that progressively manage drug utilization and control pharmacy spending. This is accomplished by integrating clinical expertise and advanced technological capabilities, and eliminating cost drivers while ensuring quality care while including the key advantages of electronic connectivity.



FOR MORE INFORMATION, PLEASE CALL 800-431-6336

www.alliedmanagedcare.com

