



Company Contact

Tracy Mock
847-543-1681
tmock@avizentrisk.com

Media Contact

Joy Scott
818-610-0270
joy@scottpublicrelations.com

New Claims System Sets Avizent Apart

COLUMBUS, Ohio (October 14, 2008)—Avizent, a leading national risk management service provider, has announced the release of its new VISUAL Claims Studio (VCS) claims administration system. The VCS system, utilized by internal claims staff, integrates the latest tools and innovative upgrades to give adjusters a competitive edge when managing clients' workers' compensation, liability and property claims.

VCS is a Windows-based, client-server application designed to process, manage, analyze and report claims data throughout the lifecycle of a claim. At a time when most claims organizations are cutting back, Avizent is investing in technology to further improve the adjusting process. The VCS system was developed in response to the demands of today's evolving risk management industry and the needs of its adjusters. To meet higher performance standards and state compliance requirements, more information must be maintained and shared, enabling accurate measurement and reporting on claims, financials, reserves and diary action items. By giving all partners equal, real-time access to information in a single source, the VCS system facilitates communication, precision and quick decision making.

Unlike other comparable systems in the industry, VCS was constructed using the latest Microsoft .NET framework and Smart Client technology. With this structure, Avizent, a Microsoft Gold Certified Partner, has combined the familiar functionality and performance standards of Microsoft applications with the flexibility and simplicity of an online program. The setup allows for real-time updates, data sharing, customization and enhanced security.

"VCS represents our business knowledge and expertise as well as direct input across our associate base. The new system gives our claims teams the tools they need to provide superior service to our clients. It is also much more user-friendly than our competitors' systems," said Bob Zmary, Chief Operating Officer, Avizent.

Fundamental features of VCS include:

- Claim, enrollee, payment and occurrence searches based on multiple criteria types
- Fully automated FROI/SROI and EDI reporting
- Detailed injury and body part tracking
- Case management, pharmacy benefit management and treatment tracking
- Summaries of payments and reserves by payment code
- Litigation, subrogation, payments, medical fee bill adjudication, PPO and more integrated directly with claims
- Advanced role-based permissions and security

VCS users are pleased with the enhanced functionality and flexibility the new system provides, and have found it allows them to provide more aggressive claims handling to clients. "The system is really time efficient and I find it much easier to use," says Melinda DeRosa, WC Adjuster, Avizent. "Because I can set it up to fit my preferences and all the information I need is linked in one place, I'm able to do more in a lot less time. It also allows me to work on multiple claims at the same time, so I can multitask and make sure I cover all the necessary details. I feel like my production level is up considerably," states DeRosa.

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One key advantage of VCS is its expanded workflow capabilities, including built-in rules that automate standard tasks according to best practices and employer preferences. This helps adjusters process claims more efficiently and with greater accuracy. The system also offers additional benefits including:

- **Fully automated FROI/SROI and EDI reporting** – Our rules-based setup, which is specifically configured to meet unique jurisdictional requirements, enables FROI/SROI and EDI reporting to be managed and validated through our system. This ensures compliance and eases demands on the adjuster's time.
- **A Dashboard screen** – Featuring "My Things To Do", this shows daily action items automatically scheduled in an adjuster's diary to facilitate accurate and timely follow-up.
- **Customizable format** – System Administrators can upload a client's unique forms and documents into the system, which can then be completed, saved, printed or emailed from within a claim. In addition, the claims interface can be arranged to meet individual preferences.
- **Links to state forms and insurance websites** – Users have direct access to the appropriate jurisdiction for information or documents needed while working on a claim.
- **Easy access to worksheets within a claim** – A reserve worksheet is integrated with each claim so users can calculate reserves and save and attach a record for future reference.
- **Data imaging** – The adjuster can save and attach documents directly to individual claim records, which can then be viewed on demand. Other files, such as recorded audio statements, photos and more, can also be loaded into the system and accessed from within the claim file.
- **Embedded tools and wizards** – Built-in tools, such as the Pressley Reed guidelines, and wizards, including one to determine OSHA reporting status, provide instant assistance, speeding claims handling and promoting accuracy.
- **Payment generation module** – This module provides the tools to manage and generate payments for claims, and helps the user quickly access information through a built in "search and drill down" record retrieval inquiry.

Additional VCS features are currently under development, so more is still to come for this robust, industry-leading tool.

About Avizent

Avizent, based in Columbus, Ohio, is one of the fastest growing national risk management providers of claims management, medical managed care, self-insured groups, alternative risk financing and RMIS software. The company employs nearly 800 associates throughout the United States. For additional information, visit the Avizent website at www.avizentrisk.com or call 888-646-9675.

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