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National Claims and Risk Management Service Provider Avizent Announces Record Third Quarter Growth

Attributes success to its expanding product suite and ongoing commitment to customer service

COLUMBUS, OHIO (November 18, 2009) — National claims and risk management service provider Avizent reported today that the company recently achieved the highest monthly revenues and earnings in its history. In addition, third quarter revenues for its managed care and network services division increased by more than 20% compared to the same time last year.

Avizent's CEO, Thomas Watson attributes the company's growth to its expanding product suite designed to serve middle and large market clients, and its ongoing commitment to service excellence.

"We've been able to achieve remarkable growth for our industry despite the ongoing challenges in the economy," said Watson. "We've continued to look for ways that we can help our clients control claims costs, while providing the highest level of service. Our dedicated employees have clearly played a pivotal role in helping us deepen our relationships with existing clients, add new accounts, enhance our services and reinforce our identity in the marketplace."

As a part of our commitment to service excellence, Avizent recently expanded its carrier relations unit. The new team will oversee an enhanced auditing process for all product lines with tools designed to measure customer loyalty, operational performance and employee dedication to achieving corporate goals.

Avizent has also expanded its liability claims services and added a specialized transportation liability unit. The company continues to see significant growth in this segment of its customer base.

In addition, Avizent's managed care sister company, Forté, expanded its program for the Texas State Office of Risk Management, one of the largest self-administered workers' comp programs in the nation. Along with utilization review services, Forté will now provide medical bill review services and Rockport Healthcare Group, the company's specialty preferred provider organization, will manage network services.

Avizent also introduced a couple of additional key service enhancements during the third quarter, including:

- TeamCOMP, a new Claims Outcomes Management Program — this innovative approach to claims management ensures medical experts are involved in workers' compensation claims from day one. The goal of the new service is to safely return injured employees to work, while significantly reducing the duration and overall cost of workers' comp claims.
- Web-based claims reporting for clients with auto, general and property liability claims — using an online form available on the company's website, clients can now submit liability claims in addition to workers' comp claims. The system is quick, secure and free; and offers the benefits of increased accuracy and data integrity.

To ensure Avizent's programs and services continue to meet clients' business needs, the company will be deploying an online, proprietary Voice of Customer (VoC) system. The new solution is designed to gather opinions during interactions with website visitors and clients using VISUAL Reports Studio, the company's claims reporting tool.

“Avizent has a proven ability to adapt to changes in the marketplace while providing employers with the best possible services. With our extensive experience and flexible system architecture, we are able to adjust our programs to better suit our clients’ evolving business needs,” explained Watson. “Expanding services and driving ongoing quality improvement efforts are among our top priorities – and the keys to achieving continued growth in 2010.”

About Avizent

Avizent, based in Columbus, Ohio, is one of the fastest growing national risk management service providers. They offer claims management, medical managed care, self-insured groups, alternative risk options and RMIS technology. The company has offices in 40 locations across the United States. For additional information, visit the Avizent website at www.avizentrisk.com or call 888-646-9675.

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