

**Company Contact**

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

Media Contact

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

**Avizent's New TeamCOMP Approach Helps Ensure
Lower Workers' Comp Costs and Faster Claims Resolution**

An innovative service that brings medical experts into the claim on day one

COLUMBUS, Ohio (November 3, 2009) — National claims and risk management provider Avizent announced today the introduction of TeamCOMP, an innovative approach to claims management that ensures medical experts are involved in workers' compensation claims from day one.

The company notes that 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. Avizent is one of only a few national TPAs currently offering a service that integrates all components involved in adjudicating a workers' comp claim – from first report of injury to provider contact to final resolution. This includes the direct involvement of medical experts and claims adjusters working under one integrated company and system.

Avizent pioneered a similar service approach in a workers' comp program for a major national retailer, which helped the client save more than \$350,000 in one year on total temporary disability costs – setting the bar for the company's TeamCOMP program design.

"Our approach ensures that claims and medical expertise are applied precisely when and where they're needed," notes Thomas W. Watson, Avizent's Chief Executive Officer. "Claims outcomes become more predictable. Treatment and disability planning improves. Costs are easier to manage and control. Most importantly, injured workers receive the most appropriate care and return to work at the earliest possible date."

For clients, the benefit is faster, easier access to more complete information throughout the claims process. TeamCOMP also enables more precise claim certifications, as well as treatment and disability plans. With the increased knowledge of claims status, clients can establish better reserves and action plans. In addition, the use of pre-set guidelines and evidence-based medicine establishes a strong foundation for decision-making, and provides better evidence to defend treatment decisions.

"In the traditional approach to medical management, nurses or medical experts are brought into the process late, which means medical information critical to the claim may be unrecognized, diluted, or lost," explains Doug Markham, Executive Vice President of Avizent's Managed Care Service division. "In addition, the nurses and case managers often work for an organization other than the claims management provider, and may not share the same level of commitment to the client's goals."

Under Avizent's TeamCOMP approach, the key people involved in the claim share three-point contact responsibility. The adjuster makes initial contact with the injured worker and employer, and launches any necessary investigations. Then, the nurse – not the adjuster – contacts the medical provider to determine and document the diagnosis, treatment plan and disability status; and to review next steps including the

need for telephonic case management. Treatment plans are developed using evidence-based outcomes and pre-set guidelines. The adjuster and the nurse work as a team – reporting to the same organization, using the same information systems, and focusing on the same goals and service levels. This model encourages shared decision-making with informed subject matter experts from the beginning to the end of the claim.

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, alternative risk options and RMIS technology. The company employs more than 700 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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