

Economic pressures squeeze margins. Increased costs put a major emphasis on watching dollars spent – and saved. For risk managers, this means taking a hard look at every aspect of their operation to find ways to lower their overall cost of loss. For ESIS, this means finding a unique solution – one that is outcome focused and uses analytic reports to demonstrate results.

Compelling Industry Statistics

A look at some compelling industry data shows medical costs continue to increase. In 2005, medical costs per lost time claim averaged over \$4,000.¹ Prescription drugs' share of total medical costs continues to grow – rising from 12.1 percent in 1998 to 13.4 percent in 2003.² Employers are facing mounting direct and indirect costs associated with lost time and lost productivity. The statistics are staggering.

1 Medical costs paid at 12 months, 2005 ESIS Industry Book.

2 NCCI Research Brief, July 2006. Workers Compensation Prescription Drug Study 2006 Update.

ESIS Listens

ESIS talked with customers about these issues and heard the same message time and again. What risk managers want is greater control over their programs. They said to survive and thrive requires careful and ongoing evaluation of workers compensation costs and ways to manage their programs. With that knowledge, ESIS forged ahead and assembled a team of professionals from every discipline within the company. Today, we are proud to say, we've come up with an exciting new approach to managing workers compensation claims. We call it ESIS ImpactSM.

People, Processes, Technologies

We've assembled the right people, processes, and technologies. As we continue to delve into every unit of process and productivity we create efficiencies and drive down loss costs. ESIS clients maintain an active role in their programs, knowing exactly how the work of managing claims is done and why. And, we'll use our benchmarking capabilities to set baselines for performance and apply predictive modeling and analytics to track our progress.

Excellence in Execution

Key to the success of ESIS Impact is clearly communicating what ESIS will do for its clients. Perhaps more important is how we do it. Components of ESIS Impact include:

- Program analysis to identify loss cost drivers. Collaboration with clients to develop a comprehensive and customized program with seamless implementation and assurance of quality from day one.
- Precise intake process with screening and triage of every claim. In addition, we've developed initial and mid-case triggers to ensure proactive, appropriate, and timely interventions.
- Highly refined claim teams who possess jurisdictional expertise and maintain a sharp focus on claim closure through managed case loads and intense supervisory involvement.
- Medical management, specialized management of medical only claims, and channeling to providers who are selected according to stringent criteria.
- Proprietary pharmacy benefit management. Combining strong oversight and technology interfaces to ensure the right drugs, the right dosage, and the right durations to save money and improve medical outcomes.
- Contemporary return to work tools. A consistent effort to communicate better and engage employee, employer, and provider to help keep employees on the job.
- Analytics that move beyond merely reporting activities or claim volumes to focus on outcomes and pinpoint cost drivers. A data-driven decision support model that incorporates what we learn into actions that continuously improving a client's claims handling processes and model design.

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For more information, please visit our website:
www.esis.com

Summary

ESIS Impact is a balanced approach to claims management. This makes good business sense for ESIS and, more importantly, for our clients. Contact us to find out more.

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Organized in 1953, ESIS, Inc. (ESIS) provides sophisticated risk management services designed to help reduce our clients' total cost of loss. ESIS takes a holistic approach and offers claims professionals and best practices, risk control services, and technology tools customized to meet each client's needs. ESIS is part of ACE USA, the U.S.-based retail operating division of the ACE Group of Companies, headed by ACE Limited (NYSE: ACE). ACE USA is rated A+ (Superior) by A.M. Best Company and A+ (Strong) by Standard & Poor's. ACE USA, through its underwriting companies, provides insurance products and services throughout the U.S. Additional information about ACE USA and its products and services can be found at www.ace-ina.com. Additional information about ESIS, Inc. and its products and services can be found at www.esis.com. The ACE Group of Companies provides insurance and reinsurance for a diverse group of clients around the world.

