

BUSINESS OPTIMIZATION SERVICE

part of the LuminX SX services family

LUMINX



The LuminX SX Business Optimization Service increases the efficiency and effectiveness of our clients' claims administration operations by leveraging the power of the LuminX software, applying best practice processes and utilizing a scalable, highly trained team of claims experts to administer the claims. By outsourcing everyday claims processes, our clients will realize bottom-line efficiency improvements while focusing on activities that are more essential to their business.



LuminX SXTM

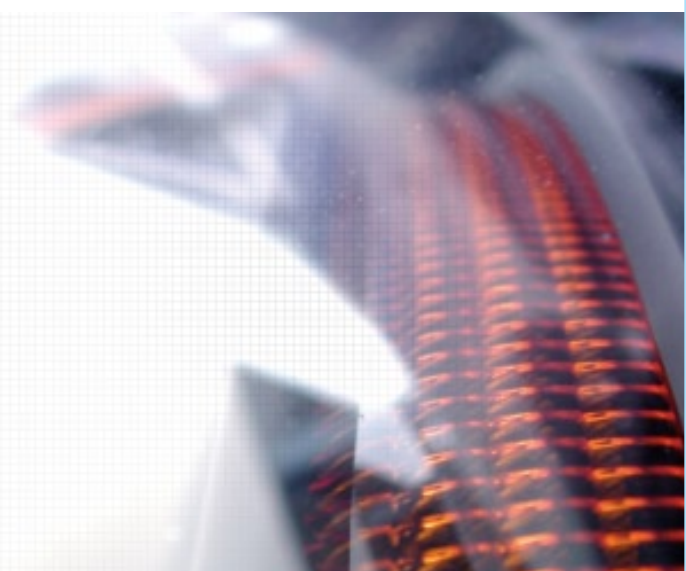
The Power To Compete.

A POWERFUL TRIO | TECHNOLOGY, INDUSTRY AND PROCESS EXPERTISE

Productivity is achieved when technology, people and processes are maximized to improve overall efficiencies.

- **Acclamation Systems** is a recognized, best-of-breed developer of comprehensive benefits software. LuminX was designed with an integrated workflow to mimic the claims administration process. We were driven to produce a system that would improve throughput and accuracy at every point in the claims lifecycle.
- **The Business Optimization Service** team includes claims examiners, product consultants and technical support consultants with a combined average of more than 15 years in the industry and in-depth knowledge of LuminX. They know how to make our product sing.
- **Our management and assessment** teams are uniquely qualified as well, with dozens of years of experience in healthcare benefits management. Members of our assessment team are also qualified in Six-Sigma processes to help accurately evaluate your business processes and identify areas for efficiency gains.

Our **Business Optimization Service** maximizes people, processes and technology to speed time-to-benefit for our clients.



SERVICES OFFERED

Our Business Optimization Service is a platform-based BPO offering anchored by our claims engine: LuminX. Platform-based business process outsourcing has the potential to provide sustainable savings of estimates between 30 and 35% while continuously improving administrative processes. We offer standard business process outsourcing, as well as several other outsourcing options.

Claims Business Process Outsourcing

Includes the following services, which can be a la carte or as a comprehensive outsourcing solution:

- Scanning and data entry
- Claims examining
- Plan building
- LuminX System consulting
- Claims processing audits
- Eligibility and enrollment
- PPO Repricing
- Billing and administration

Leveraging the LuminX claims processing engine, these services can be utilized as a full, end-to-end service or a la carte—for payers that need only one or two BPO services, as well as those that prefer a step approach to outsourcing.

Business Redundancy Service

Provides alternate capacity for use in times of peak demand or redundancy in case of a disaster.

Consolidated Billing and Enrollment Service

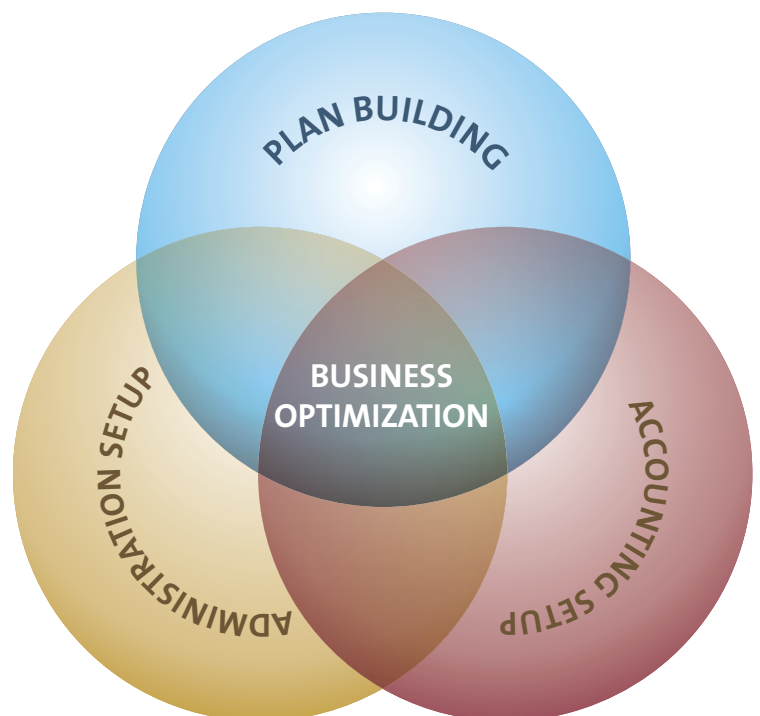
Provides a single bill across all of your clients' plans and carriers to simplify the payment process. Having eligibility entered directly into the claim system will prevent payment of inaccurate claims, reducing stop-loss costs.

System Rationalization Service

Provides a means to consolidate claims systems down to one or two primary systems. For TPAs and health plans that have added as they've grown and now find themselves maintaining a vast array of software, this service can greatly simplify operations.

UNIQUE OUTSOURCING CAPABILITIES

Our outsourcing model offers something that no other competitor's does. We bring together plan building, group construction, and accounting and billing services. We can handle your healthcare benefits processing from beginning to end.



MEASURING VALUE, MITIGATING RISK

To optimize business operations requires an understanding of the client's current environment and the development of an outsourcing strategy to create value and ROI. Our assessment team is comprised of financial and process analysts who complete a thorough analysis over a one-week period. Baseline costs and baseline performance levels are established during this week. Following the assessment, a solution model with price points, cost savings, performance metrics and milestones is presented.

Risk is mitigated by several factors:

Trials: Benchmarks of performance, quality and cost are established and a trial period can be established where pieces of a client's business—small groups, lines of business or functional areas—are tested and measured against the baseline.

Mixed-Model: ASI utilizes a mixed-model of both on-shore and offshore personnel. This provides specialization of skills, redundancy and scalability.

For more information, contact us:

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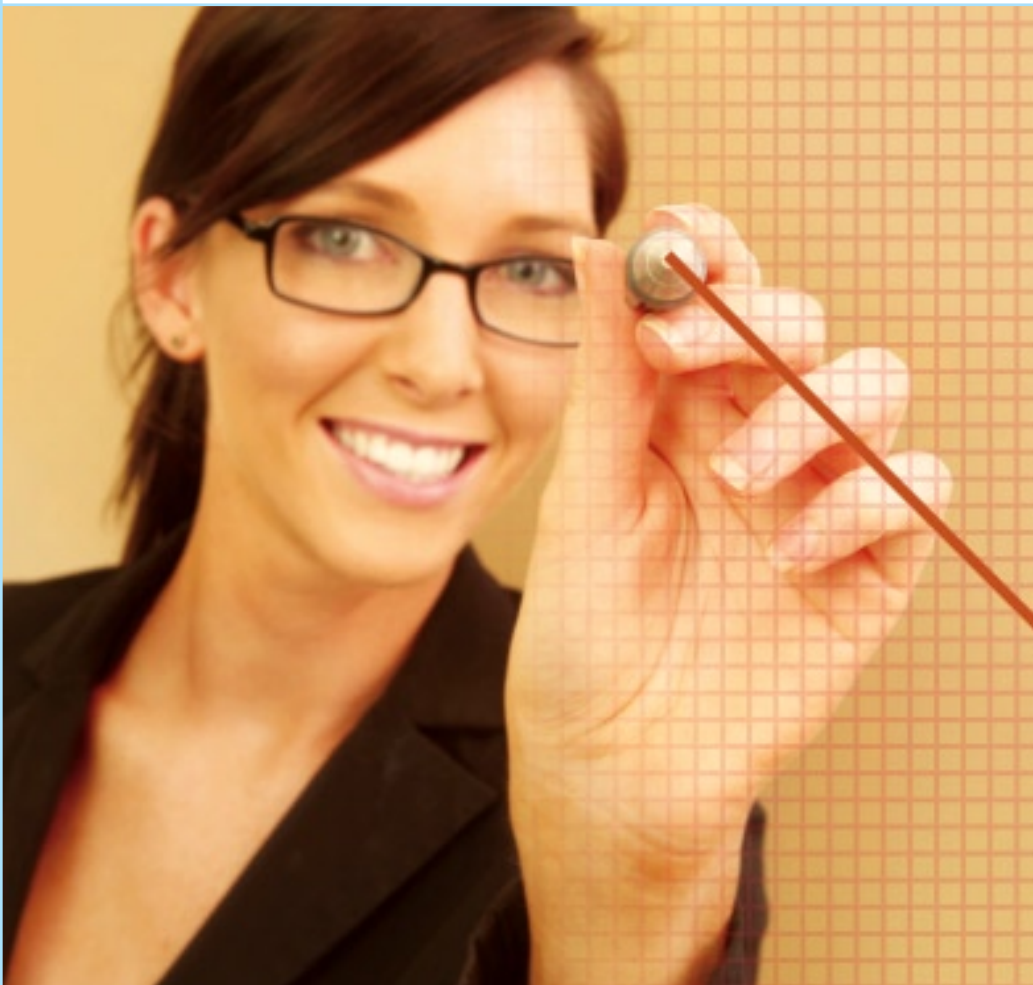
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Acclamation Systems, Inc. (ASI) delivers integrated, flexible technology solutions for employee benefits management. Since its inception in 1989, ASI continues to provide some of the world's largest insurance carriers, third party administrators and self-administered organizations with the most comprehensive, powerful benefits management system on the market today: LuminX.



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