

CLAIMS MANAGEMENT SYSTEM

Johns Eastern's AIM System was introduced in December 1999. We call it AIM because it helps us to Adjust, Investigate and Manage each claim. We released AIM 2.0 in the fall of 2015.

The AIM System stores the dates, descriptions and the facts associated with a claim. Clients will be able to set up customizable dashboards to view pertinent program metrics.

- ♦ "Alerts" can be set on a claim to help the adjuster and supervisor remain aware of certain situations.
- ♦ "Warnings" will display if a claim reaches certain conditions.
- ♦ "Reminders" can be set and will trigger on a particular date.

Our advanced diary system ensures that every claim is examined periodically and that period can be customized for any claim.

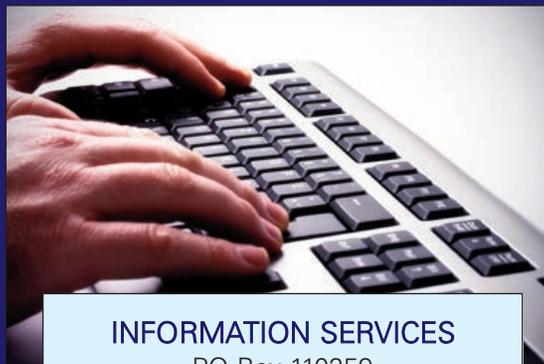
There are tools to assist in properly setting the reserves on a claim, and for calculating any potential recoveries.

Payments can be generated based on previously issued payments. Certain payments can be scheduled to recur.

Our litigation module will track legal expenses and our clients can view all upcoming depositions, mediations and hearings in our new litigation calendar.

The adjuster can save a reference to a medical or legal note directly in the system diary notes so that the document can instantly be recalled and displayed.

Limits can be set and supervisors can monitor the progression of each claim's resolution.



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RISK MANAGEMENT INFORMATION SERVICES

Integrity. Experience. Results.

 **JOHNS EASTERN**
Claim Adjusters & Third Party Administrators

ONLINE FROI ENTRY

The preferred method of reporting workers' compensation claims to Johns Eastern is by means of the On-Line First Report of Injury. Accessible via the internet through the Johns Eastern website, claims can be reported at each location of your organization. Once the claim is submitted online, a medical authorization, fraud statement, and a pharmacy card will print for the employee. This speeds up the investigation process and captures savings immediately.



REPORTS - AD HOC & DASHBOARD

The Report Library option allows you to view your program as a whole by running pre-formatted reports in real time. You can convert your report into Microsoft Excel and create your own tables and graphs. You can also email these reports from the report library.

The Query Studio option allows you to build a query and filter your data by simply dragging and clicking the data element to create your own customized report. After your report is complete, you can use your data to build charts and graphs in Excel. You also have the option to save your report to run whenever you need it.

Similar to Ad Hoc, our Dashboard provides an instant interactive snapshot of your claim activity in real time.

Whether your question is claims or payment related, you will find our Ad Hoc and Dashboard to be powerful tools.



ONLINE FROI ADVANTAGES

As an option to this program, you may opt to periodically provide Johns Eastern with data on your employees to

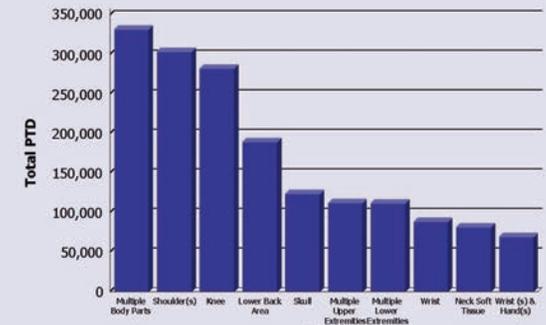
be used to pre-fill the On-Line First Report of Injury. With this option, when an employee is injured, you need only enter their Social Security Number or Employee Number and the system will then pre-fill their name, address, work location, and other information. This not only saves you the time it would take to research their file, but the time it would take you to fill out the form. It improves accuracy and leaves you to only be concerned with entering the details of the loss.

Further, you can provide us with the names and addresses of your most commonly utilized first aid providers and we will make them available as pre-filled choices on the form, as well.

SAMPLES OF AD HOC REPORTS

Top 10 Paid To Date Totals By Body Part

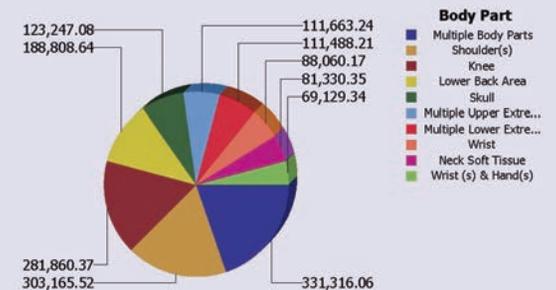
(Policy Year Ending 06/30/2011)



Policy End	Body Part	Total PTD	Rank (Total PTD) ^1
06/30/2011	Multiple Body Parts	331,316.06	1
06/30/2011	Shoulder(s)	303,165.52	2
06/30/2011	Knee	281,860.37	3
06/30/2011	Lower Back Area	188,808.64	4
06/30/2011	Skull	123,247.08	5
06/30/2011	Multiple Upper Extremities	111,663.24	6
06/30/2011	Multiple Lower Extremities	111,488.21	7
06/30/2011	Wrist	88,060.17	8
06/30/2011	Neck Soft Tissue	81,330.35	9
06/30/2011	Wrist (s) & Hand(s)	69,129.34	10
Summary		1,690,068.98	

Top 10 Paid To Date Totals By Body Part

(Policy Year Ending 06/30/2011)



If you are interested in adding any of these tools to your program, please contact Alice Wells
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 **JOHNS EASTERN**
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