



## CLAIMS MANAGEMENT SYSTEM

Johns Eastern introduced our AIM System in December 1999. We call it AIM because it helps us to Adjust, Investigate and Manage each claim.

Now AIM 3.0, released in 2019, stores the dates, descriptions and facts associated with a claim. Clients are able to set up customizable dashboards to view program metrics, as well as:

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

AIM 3.0 also offers users instant messaging and email capabilities within the claim file.

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



### INFORMATION SERVICES

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## RISK MANAGEMENT INFORMATION SERVICES



## 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 (FROI).



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, the FROI and a first fill pharmacy card will print for the employee. This improves accuracy, speeds up the investigation process and captures savings immediately.



## 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 pre-fill their name, address, and other demographic 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 further improves accuracy and leaves you to only be concerned with entering the details of the loss.

Additionally, you can provide us with the names and addresses of your most commonly utilized occupational medical providers and we will make them available as pre-filled choices on the FROI.

## DATA SECURITY

Johns Eastern recognizes the importance of protecting our clients' data. Encryption, firewalls, IPS/IDS and other cutting-edge technologies are used to ensure that all personal data is kept safe. Audits are also conducted to ensure that our systems meet industry standards for data security.



This includes a SOC1 Type 2 audit, quarterly penetration testing and vulnerability scanning.

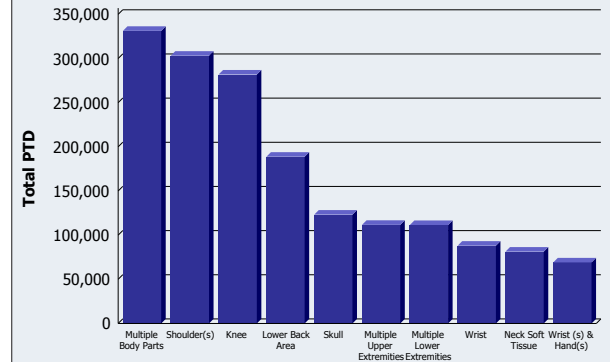
## REPORTS - AD HOC & DASHBOARD

Our Report Library allows you to view your program as a whole by running pre-formatted reports, or creating your own reports and dashboards, all with real-time data. You can export your reports to Microsoft Excel or PDF.

Our dashboard provides an instant interactive snapshot of your claim activity in real time, with drill-down support to give you instant access to the specific details of your program. Whether your question is claims or payment related, you will find our Ad Hoc reporting system and customizable Dashboard to be powerful tools for reviewing and evaluating your program.

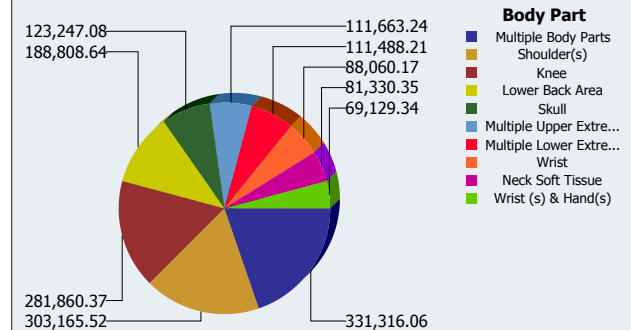
## SAMPLES OF AD HOC REPORTS

### Top 10 Paid to Date Totals by Body Part



### Policy End, Body Part

Policy End	Body Part	Total PTD	Rank (Total PTD)▲
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



INTEGRITY EXPERIENCE RESULTS

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