

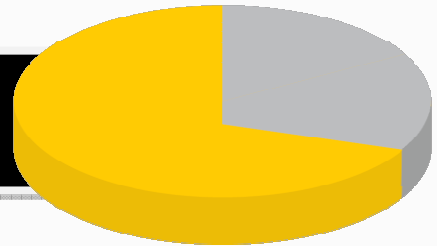
AIM Provider Solutions

By developing targeted, provider-specific solutions, powered by AIM's proprietary technologies, AIM's solution modules are designed to resolve the problems that complicate the business side of healthcare.

AIM provides advanced technology solutions, which support systemic flexibility while ensuring state-of-the-art financial and information security. With a dedicated staff of more than 750 highly trained field and quality specialists, AIM is securely positioned as the industry leader delivering an unparalleled provide service and technology infrastructure.

AIM's Credit Balance Resolution is designed to provide on-site and remote location resources to hospitals and health systems to assist them in researching and resolving their respective inventory of credit balance accounts. The results of our credit balance account reviews provide provider's the intelligence and documentation to provide recommendations/actions on non cash contractual adjustments, patient refunds, and payer refunds.

65% of our Account Reviews Result in Patient Refunds or Non-Cash Contractual Adjustments



HUMAN INTELLIGENCE

- ▶ Only AIM has a daily presence with dedicated, on-site account managers in all 50 states offering this no cost solution to providers
- ▶ AIM employs over 1,800 employees of which 750+ Account Managers and Field Management are assigned to over 1,700 hospitals, maintaining day-to-day relations at the provider-level
- ▶ Comprehensive five-week training program for all AIM new hires
- ▶ Detailed error analysis to assist in resolving the root cause of errant claims at the provider-level



PROPRIETARY TECHNOLOGY

- ▶ Identification and workflow management
- ▶ Business intelligence employs proprietary algorithms that provide intelligent analysis and determine outcomes needed to adjudicate accounts
- ▶ Best-in-class security and data management
- ▶ AIM's Direct Connect business line allows providers and payers to communicate in order to reconcile exception claim inventory.
- ▶ Business processes allow for the elimination of 'double dips'; leading to increased provider satisfaction



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