

# Premier Partner Member—Case Study



## The Saul Group Benefits from Dedicated Support and Superior Service Through EMSI's Premier Partner Program

### Background

Since 2004, The Saul Group has been dedicated to helping individuals and small businesses eliminate their potential risk through different types of insurance and annuities. The Saul Group is led by Life Insurance Consultant, Brian Saul, and includes 5-10 independently contracted employees that sell to clients across the country.

Brian came to EMSI in August 2010 and was looking for something different. He was looking for a company that could provide him with the paramedical exam service he needed—a company that could help him manage clients across the country, while he was located in his home office in Georgia. After hearing about EMSI's Premier Partner Program, a program for select brokerages that provides multi-tiered, dedicated support, hassle-free billing solutions and aggressive case management, Brian became a Premier Partner member and has never looked back.

### The Challenge

With Brian and his team located out of their home offices and clients across the United States, obtaining signatures and mailing paperwork back and forth bogged down the process. Even with technology, some things were better served face-to-face. In addition, Brian did not want to manage multiple paramedical exam providers to cover the areas of the country where his clients were located and he needed a solution where he could manage multiple cases online through one system. Being independent consultants, Brian and his team needed the support without the extra cost.

### The Solution

Brian chose EMSI because EMSI was different than other providers in the industry. EMSI has over 230 exam offices and 6,000 mobile examiners, providing Brian and his team the coverage they need. With the Premier Partner Program, Brian has multi-tiered support, including a case manager named Amanda that works with Brian on a daily basis.

### About the Premier Partner Program

*The Premier Partner Program is a free program for select brokerages, providing exclusive paramedical exam and APS services that are highly personalized and responsive.*

- ✓ Invoice-free APS billing
- ✓ Dedicated support
- ✓ APSs in 10 calendar days or less
- ✓ Aggressive case management
- ✓ Copies of scanned images available 24/7

*"What I like about the Premier Partner Program is the dedicated support. My case manager, Amanda, takes care of anything I need—whether that's having an examiner take my application to a client to get it signed or letting me know the status of a case."* —Brian Saul, Life Insurance Consultant, The Saul Group

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**The Solution Cont.**

Brian's case manager is always there to answer questions, take action on anything that needs to be done and aggressively managing The Saul Group's cases. In fact, Brian often needs paperwork signed and Brian's case manager, Amanda, will personally ensure that his paperwork gets to the client when the exam is performed, saving Brian time and money.

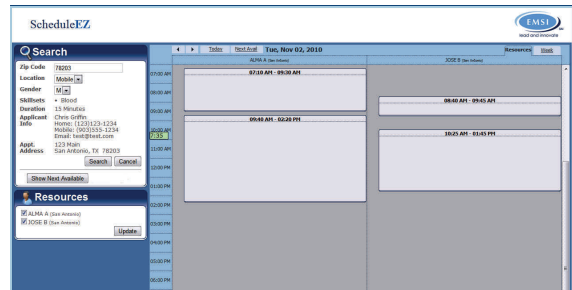
*The Saul Group Selected EMSI for:*

- ✓ Nationwide coverage
- ✓ Dedicated support
- ✓ 24/7 online statusing and ordering
- ✓ Faster cycle time

As part of the Premier Partner Program, Brian also takes advantage of faster cycle time, with his clients being contacted within 24 hours of receipt of order and copies of scanned images available within one business day of completion of the exam. And Brian always knows the status of his cases with access to EMSIOnline, EMSI's 24/7 online ordering and statusing tool. Whether it's 1p.m. or 1a.m, Brian and his team can view the status of their cases.

**Premier Partner Member Advantages**

Premier Partner Program members such as The Saul Group, are the first to try new products and services from EMSI. In January 2011, Brian was the first customer to begin scheduling exams right from his computer while on the phone with a client. With this new online, scheduling tool, ScheduleEZ, Brian views real-time availability of examiners and schedules an appointment by simply selecting a time slot from EMSI's online, national appointment book. Rather than calling EMSI to schedule the appointment, it's done from his computer, reducing client call-backs and overall cycle time by 30%.



Running his own business was ten times harder than Brian imagined, but it's with the help of partners such as EMSI that he is able to service over 1,000 clients, quickly and efficiently, always ensuring their best interest is in mind.

**About EMSI**

EMSI provides leading-edge medical information, risk management and investigation services to support informed, reliable business decisions in the insurance, legal, healthcare and business communities. Building on 35 years of unwavering commitment to outstanding customer service, continuous quality improvement and creative service options, we partner with our customers to increase profits, enhance productivity and promote rapid growth. [www.emsinet.com](http://www.emsinet.com)