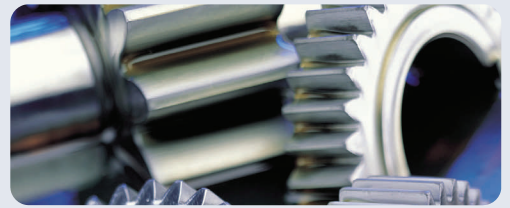
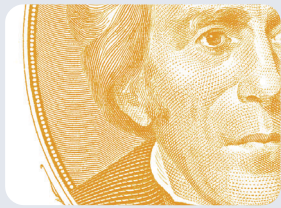
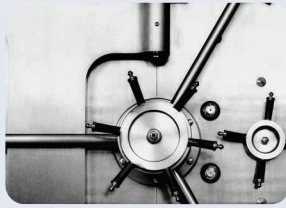




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SECURE. PROFITABLE. EFFICIENT.

Case Study: W.S. Jones Improves Ordering Efficiency and Cycle Time by Using EMSI's APS Retrieval Services

Company

W. S Jones and Associates, based in Atlanta, GA

Service

APS Retrieval Services

Business Challenge

Finding an APS vendor who could provide fast, reliable and customer-focused service

The Solution: Choosing EMSI

EMSI has now been providing W.S. Jones with APS Retrieval Services for over three years.

The Results

- ✓ Faster turnaround time —APSs provided in 8 business days or less
- ✓ More responsive customer service
- ✓ Greater ordering efficiency through EMSIOnline

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Company background

As one of the top brokerage agencies in Atlanta, GA, W.S. Jones and Associates works with over 400 insurance agents throughout the area. With over a century of combined brokerage experience, the staff at W.S. Jones uses its knowledge, negotiating skills and financial acumen to select the best policies for agents and their applicants.

Just as W.S. Jones prides itself on finding the best policies, it also strives to provide outstanding customer service. To provide its agents with fast turnaround times and responsive service, it was inherent that W.S. Jones find the best Attending Physician Statement (APS) service vendor in the industry.

The Challenge: Finding the right vendor

Initially, W.S. Jones was happy with their APS vendor. Unfortunately, their contact retired and they were unable to find another quality contact within the company. They then decided to try a second APS vendor. After some time, W.S. Jones began to realize that this vendor did not provide them with the service, follow-up or out-of-the box thinking they required. It was then that W.S. Jones decided they needed a change.

The Solution: Choosing EMSI

State-of-the-art technology

Soon after W.S. Jones viewed EMSI's web ordering tool, EMSIOnline, they were hooked. EMSIOnline has provided W.S. Jones with a simple, yet comprehensive tool to order and manage APS orders.



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2 W.S. Jones Case Study

This seamless electronic solution allows W.S. Jones to:

- ✓ Place an order, check status and get results quickly and easily
- ✓ Receive status updates via e-mail
- ✓ Efficiently manage and organize pending cases
- ✓ Access special authorizations and tie them to the order when signed

“Our agents are extremely pleased with EMSI. When cases close more quickly, both agents and applicants are happy!”

***-Tonya Strange, Case Manager,
W.S. Jones***

Customer-focused

Beyond the technological advantage of EMSI, W.S. Jones has been very impressed with the follow-up they receive from EMSI's case managers. ***“We receive status updates via e-mail almost daily,” said Tonya Strange, Case Manager at W.S. Jones. “EMSI has continuous contact with medical offices. When you have this type of relationship with a medical office, they tend to move more quickly.”***

W.S. Jones was also surprised when EMSI went directly to their carriers to get authorization of APS fees that were above the authorized limit. “I was delightfully surprised to see that EMSI had taken care of the authorization without my involvement,” said Tonya Strange.

Fast turnaround time

When choosing an APS vendor, fast turnaround time was one of the most important factors for W.S. Jones. W.S. Jones has found EMSI to be the fastest APS vendor, providing APS records in an average of eight business days or less. Through the use of performance-based pay for case workers, pre-paying by credit card, using e-signature technology and tapping into databases that include over 800,000 medical offices and 18,000 authorization forms, EMSI is able to provide customers like W.S. Jones quick and reliable APS retrieval services.

“We recently needed three different records for one applicant,” said Tonya Strange. “A week later I checked EMSIOnline to see if one of the records had been retrieved and I then realized that all three had been retrieved! And, I didn't have to do anything. The APSs had been sent directly to the carrier and they were already processing the records!”

The Results

By choosing EMSI three years ago, W.S. Jones has experienced greater ordering efficiency, more responsive customer service and faster turnaround times. “Our agents are extremely pleased with EMSI,” said Tonya Strange. “When cases close more quickly, both agents and applicants are happy!”

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