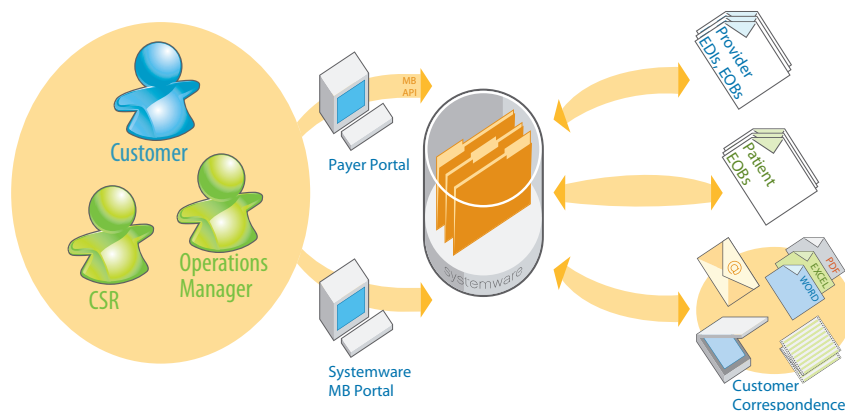


Accelerate Adoption While Reducing Costs

Today, members as well as providers demand more than ever before. They need to be able to securely access their online EOB statements at any time, and they expect them to look just like their printed ones that they have traditionally received in the mail. For you, driving the adoption of online member communication whether an EOB statement, quarterly or annual notice, or supporting claims correspondence, electronic delivery represents a way to significantly reduce costs, improve customer services and provide a “greener” alternative for your customers.

Systemware HC Electronic Statements Presentment™ is the leader in providing electronic communications. Our proven success across all sizes of organizations and all types of communications means you can rely on Systemware to deliver the online statement experience your customers want while you are able to improve customer service and reduce costs.

Systemware captures documents produced by your existing system, stores, and presents them online in a secure, well formatted presentation. Our application easily integrates with any claims adjudication system on any platform as well as any of your other systems.



Key Benefits

- ▶ Drive member adoption of online statement presentment
- ▶ Enhance customer service
- ▶ Address member inquires quickly
- ▶ Reduce paper and postage costs
- ▶ Accelerate provider use of EDI
- ▶ Ensure compliance

Improve Delivery of Information

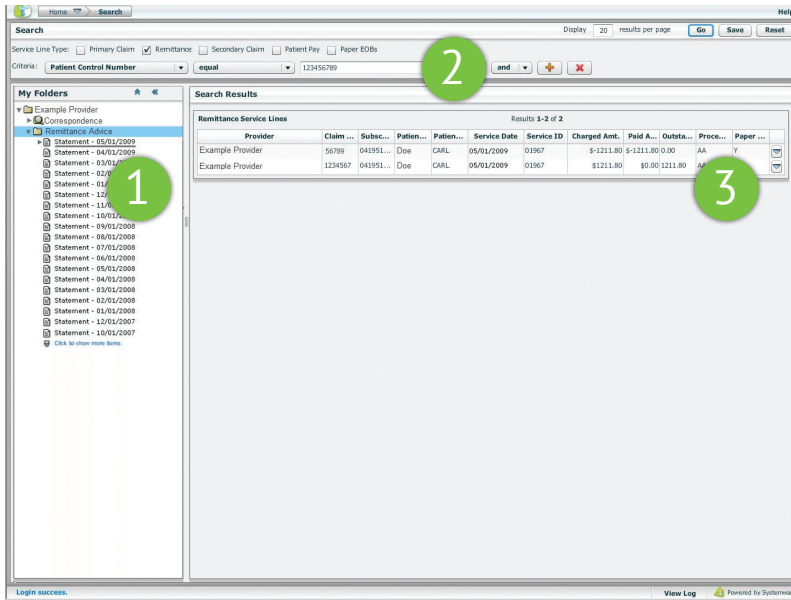
Member - Quickly and easily view current and historical EOB statements and correspondence anytime, anywhere.

Providers - Easily review EOB images or download PDF or EDI files for use in payment posting activities.

Rapidly address member needs with immediate access to the same printed customer statement in question. Provide another channel to send personalized marketing messages and run campaigns.

Improve overall business performance by enhancing customer service while lowering costs.

Systemware Electronic EOB Presentment



1 Offers configurable folders for organizing key member statements and correspondence *

2 Enables powerful search and find from best in class indexing *

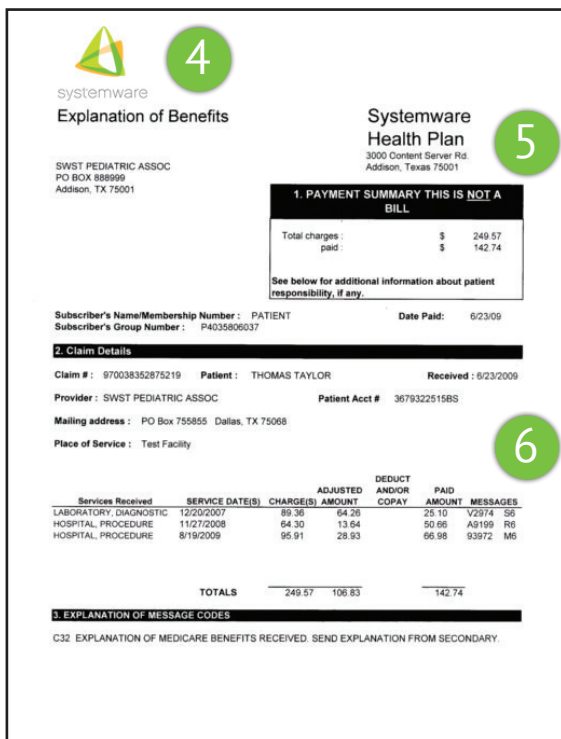
3 Displays key EOB data results providing ready access to information *

4 Provides dynamic generation of PDF statement or transforms to other formats, i.e. EDI, for efficient and secure operations

5 Enables configurable marketing add-ins to target customer segments

6 Delivers electronic statements identical to printed version for increased adoption

* These capabilities can be delivered either through a brandable portal or a widget toolkit for use in your portal.



Case Study of IBM Environment Deployment within a Large Insurance Company

The Systemware EOB application employs a user interface designed to operate with IBM DB2 Universal Database and WebSphere server. Customer information stored in DB2 is accessed to retrieve the Claim Explanation of Benefits documents which are stored as IBM System z (Mainframe) content to make the EOB immediately accessible to the customer through a web portal.



About Systemware

Systemware provides ECM solutions to some of the largest US organizations – across multiple platforms – in deployments managing petabytes of data and billions of documents. Systemware enables customers across a wide range of industries to make better business decisions, capitalize on information assets, improve productivity while reducing costs and ensuring compliance. Founded in 1981, Systemware is a privately-held corporation headquartered in Addison, Texas, with branch offices throughout the United States.



systemware

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