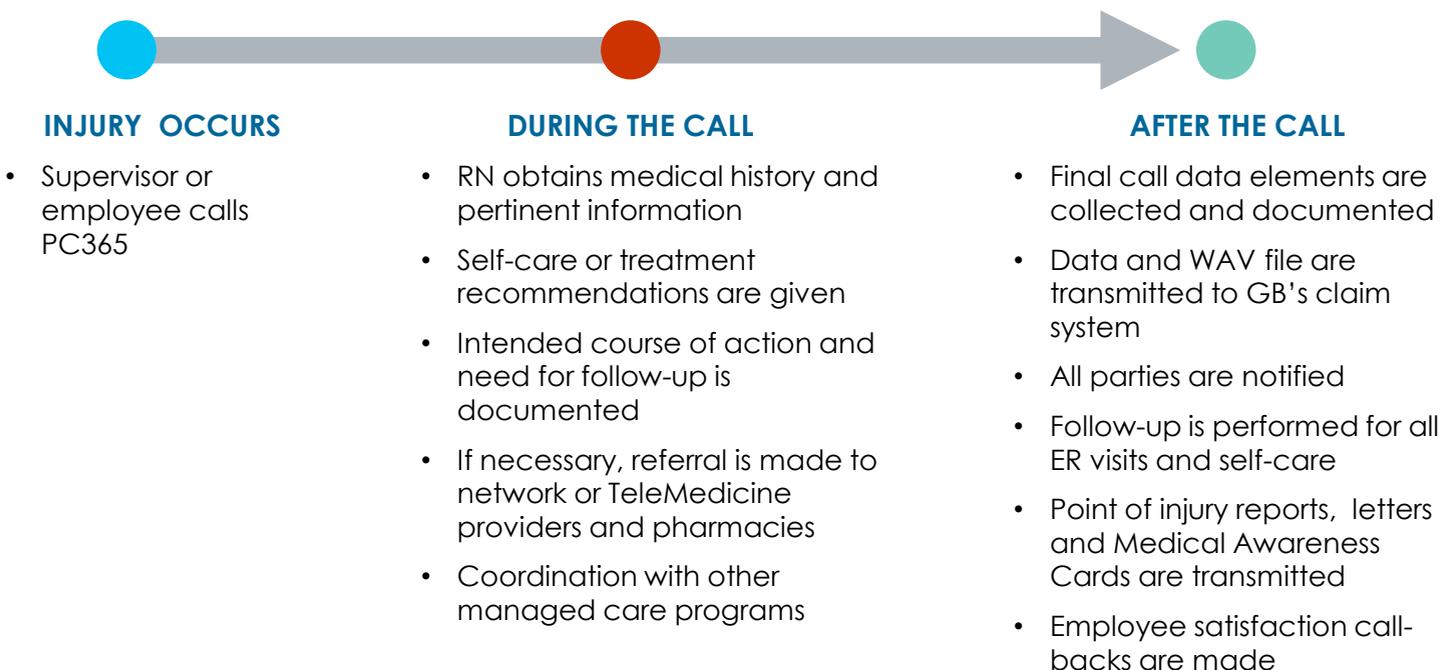




PRIORITY CARE 365

Efficient. Effective. Exceptional.

GB's Priority Care 365 (PC365) solution is an essential component of the GBCARE platform. It assists in managing workplace incidents by delivering care, compassion and medical assistance immediately after the time of injury. Injured employees and their supervisors simply call a toll-free number to speak directly to a Registered Nurse (RN) 24 hours a day, 7 days a week, 365 days a year. Injured employees in emergency situations are directed to call 911 or proceed to the nearest emergency room. For non-emergency situations, the nurse gathers information to determine if the injury can be treated by self-care or if direction to GB's best-in-class network providers is warranted. Incorporating Priority Care 365 into medical management says you care – about your employees' injury experience and your company's claim outcomes.



PRIORITY CARE 365



Benefits and Results

- Medical triage reduces claim volume by using established triage guidelines.
- Immediate direction of care to network providers improves network penetration.
- Integration with claim reporting reduces the time managers spend completing the First Report of Injury.
- Captures injury statement recording and attaches to claimfile.
- Improves claim experience for the Manager/Supervisor and injured employee.
- Integrated solution allows for comprehensive reports measuring multiple key performance indicators.

For more information contact:

Jennifer Cogbill
214-705-0042

PC365 OUTCOMES ANALYSIS: WC LOST TIME AND MED ONLY CLAIMS

Gallagher Bassett clients utilizing PC365 experience superior results across numerous outcome metrics on all WC claims

PC365 UTILIZATION RATE

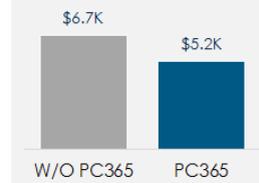


NET SELF-CARE RATE



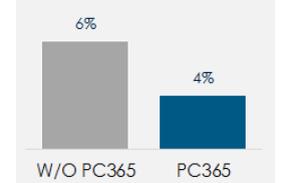
WC claims outcomes

AVG PAID ON CLOSED



Difference **-23%**

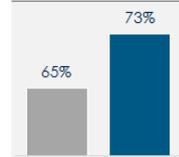
LITIGATION RATE



Difference **-37%**

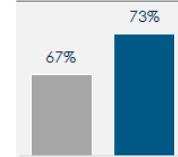
WC Network / OBN penetration

NETWORK BILL PENETRATION



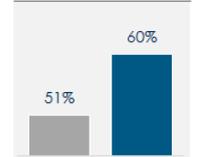
Difference **12%**

NETWORK CHARGE PENETRATION



Difference **9%**

OBN PENETRATION



Difference **19%**



Outcomes based on clients that use the PC365 solution and where program utilization was >30%. Outcomes listed above have been normalized for like-complexity.

“PC 365 has been critical to our success. It tells our team that we put caring first, and helps ensure they get the right medical attention from the start.”

— Global Claims Manager, Fortune 500 Retail Client

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