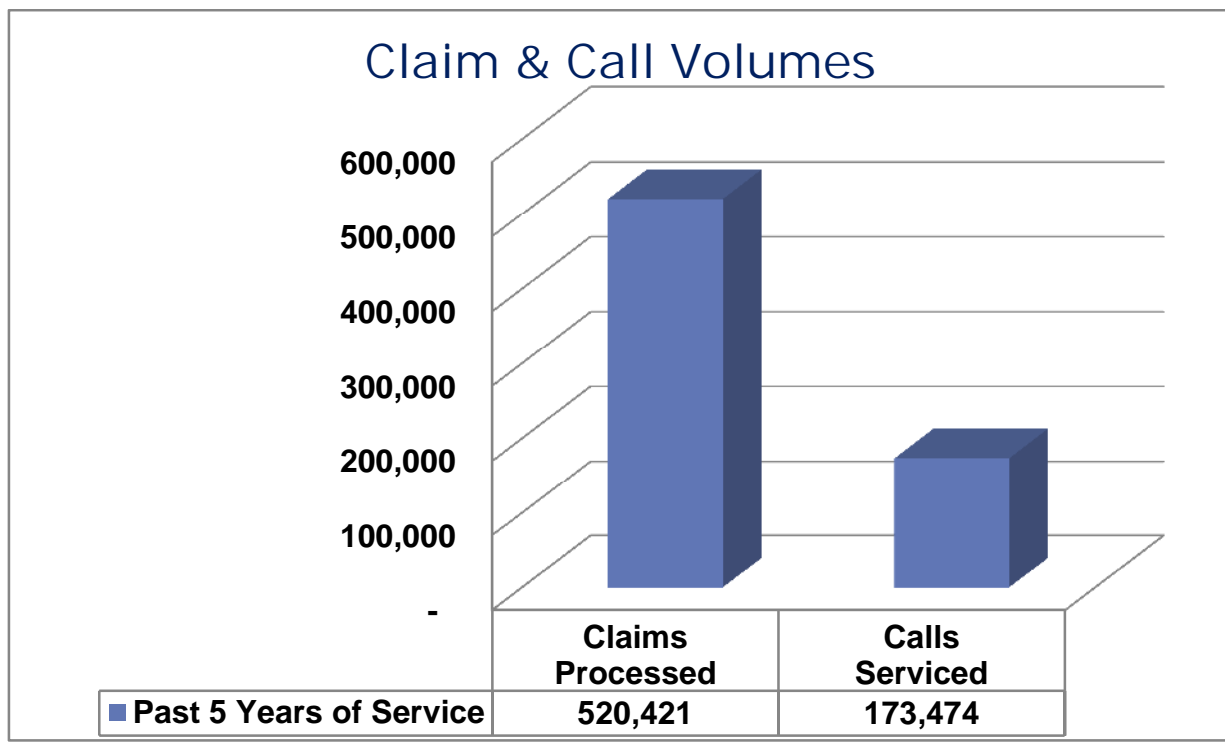


## Limited Medical at ACI

Since 2006, ACI has been serving Employer groups with Limited Medical Insurance, engaging with hundreds of groups nationwide. As ACI's experience in the Limited Medical space has grown we have formed excellent relationships with clients and members. We service the typical products which accompany a Limited Medical program, including Dental, Vision, Critical Illness, Short-Term Disability, GAP coverage, MEC coverage, etc...



ACI has demonstrated the critical element of experience in our interactions with Limited Medical members reflected in the over 500k claims processed and 150k calls handled over the past 5 years.

## ACI Service Solutions

### ❖ Claims Processing

- ACI processes over 85% of claims under 15 days.
- ACI Examiners average over 15 years of experience.

### ❖ Customer Service

- ACI's team of dedicated Customer Service Representatives understand your account needs and are adept at communicating the benefits of the policy to your members.
- ACI answers over 95% of member calls under a minute.

### ❖ Fulfillment Services

- ACI provides options for ID cards, Member Welcome Letters, and Certificate Issuance to members as your program requires.

### ❖ On-Line Status and Reporting

- Members can remain current with the status of their claims and eligibility through ACI's Claim Status Member Portal.

### ❖ Cost Management

- ACI partners with National Provider Networks that members access on a per-member per-month platform built into the premium. These networks provide a wide selection of providers for the member to choose from for their appropriate care. ACI researches and applies the most appropriate Network for the area of your Employer group.