



*As Seen In... Forbes, March 29, 2010*

# Customized Cost-Containment Solutions

## AIMS and AMC Help Organizations Be Profitable and Productive

A Southern California bus driver fraudulently claimed he had been injured on the job. His employer turned to Acclamation Insurance Management Services, Inc. (AIMS), which obtained a three-point felony conviction.

Meanwhile, a police officer injured on the job incurred suspiciously high medical costs. An in-depth review by Allied Managed Care, Inc. (AMC), AIMS's sister company, found that the billings did not, in fact, reflect the actual treatment. As a result of AMC's analysis, its client received a refund of more than \$90,000.

"The savings from this one case exceeded the client's yearly claims administration fees," says Mark Denison, AMC's senior vice president, operations.

"AIMS and AMC work hard to provide timely and appropriate benefits for injured workers with legitimate claims," says AIMS President and COO Dominic Russo. "At the same time, we actively protect our clients' assets by thoroughly investigating suspect claims in a timely manner. We pride ourselves in providing high-quality file handling by experienced claims professionals."

Based in Sacramento, the two companies provide a variety of cost containment services. AIMS helps clients manage their total losses from workers' compensation, auto, property and other liability claims, while AMC's focus is workers' compensation relating to medical cost containment and return-to-work.

### AIMS: Manage Losses Effectively, Spend Money Wisely

A multi-line, third party claims administrator with over 30 years of experience, AIMS uses a systematic protocol known as Loss Portfolio Management® to "manage the client's loss portfolio the same way an asset manager manages a portfolio of stocks," Russo explains. "In today's environment, managing liabilities is as important as managing other critical bottom-line issues."

The company's multidisciplinary approach incorporates claims examination and resolution, with management information systems that provide critical data to enhance loss management and maximize financial results. In many cases, AIMS is able to achieve positive, lower-cost outcomes through the expert use of alternative dispute resolution, other non-confrontational techniques and return-to-work programs.

AIMS serves clients in California, Hawaii, Washington and Oregon, primarily insurance carriers and self-insured entities in the public and private sectors. It is also an excellent resource for insurance brokers seeking to identify superior claims administration capabilities for their clients.

"We help our clients manage their losses effectively and spend their money wisely," Russo says.



**Dominic Russo**  
AIMS President and COO



**Mark Denison**  
AMC Senior Vice  
President, Operations

### AMC: Using Best Medical Practices to Control Workers' Compensation Expenses

Formed in 1995, AMC offers a comprehensive menu of sophisticated and flexible solutions that help employers control spiraling costs associated with workers' compensation claims. It serves a national clientele.

"We apply medical best practices to ensure that treatment is necessary and appropriate for the work-related injury or illness and is priced appropriately," Denison says.

Services include medical bill review, utilization management, specialty peer review, medical case management, life care planning, ergonomic assessments, medical provider networks, preferred provider organizations and return-to-work programs.

Like its sister company, AMC customizes programs to fit each client's specific needs and is committed to the highest quality service.

"We focus on the cost drivers unique to each organization, developing workflows designed to control costs from the outset of the claim," Denison says.

Adds Leonard Russo, chairman and CEO of Leonard J. Russo Holdings, Inc., the parent organization of both companies: "At both AIMS and AMC, we help companies be productive and profitable, working in partnership with our clients to achieve optimal results."

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