

Customer Spotlight: **ACUITY**

Business process integration provides a 277% increase in savings.

The Company

From their beginnings in the Town of Herman in 1925, ACUITY has grown to an organization in nineteen states with premiums of over \$750 million. Their core business is in property and casualty insurance, and they take pride in being ranked among the top employers by the Great Places to Work Institute for the past six years.

Results

Over ten years ago, ACUITY was looking for a better solution for bill review savings and case management services. CorVel built a solid relationship with ACUITY to meet their needs for a workers' compensation savings solution backed by state of the art technologies. This relationship provided the foundation for innovative developments to help ACUITY succeed. First, an electronic claim feed was developed which provided immediate improvements in professional review results and cost savings. Next, to improve efficiencies, a paperless workflow for bill review was implemented.

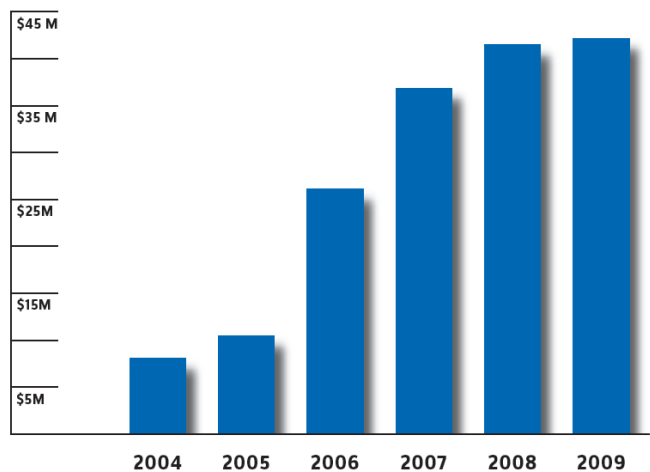
As a result, 100% of the paper bills received by ACUITY are completely automated and are sent directly to CorVel for review. Additionally, the back end electronic data interface results in 66% of bills never being handled by a claim representative. Each of these workflows increases efficiencies and improves data accuracy to reduce bill review costs.

“CorVel is much more than just a business partner. They are ingrained in all of our workflow processes.”

**Brian Peacock, General Manager,
ACUITY Workers' Compensation Claims**

Year over Year Savings

Since starting with CorVel, bill review savings have grown consistently over the years. ACUITY set records in 2008 and 2009 with over \$40 million in bill review savings.



Looking to the Future

ACUITY will be moving to CorVel's Explanation of Review (EOR) services and developing a multi-segmented claim feed. "CorVel is unique in they are able to grow and expand their services as our company evolves," states Mr. Peacock, ACUITY General Manager.

Looking to 2010, ACUITY will be expanding the use of CorVel's Auto Bill Review services to meet the growing demand for clearinghouse services across all lines of business, and to take advantage of the potential for significant savings on medical costs. ACUITY will also be adding Advocacy 24/7 nurse hotline services to further reduce claims costs as well as provide a convenient, round-the-clock call center for employees involved in a workplace injury or incident.