



CHOICE

CARE

SAVINGS

SOLUTIONS

REASONS

## COMPANY INFO



6875 Shiloh Road East, Alpharetta, GA 30005

Founded in 1994

Servicing 3,400,000 covered lives nationwide.

Servicing 125+ Clients including Health Plans, Carriers, Third Party Administrators and Self-Funded Employer Groups

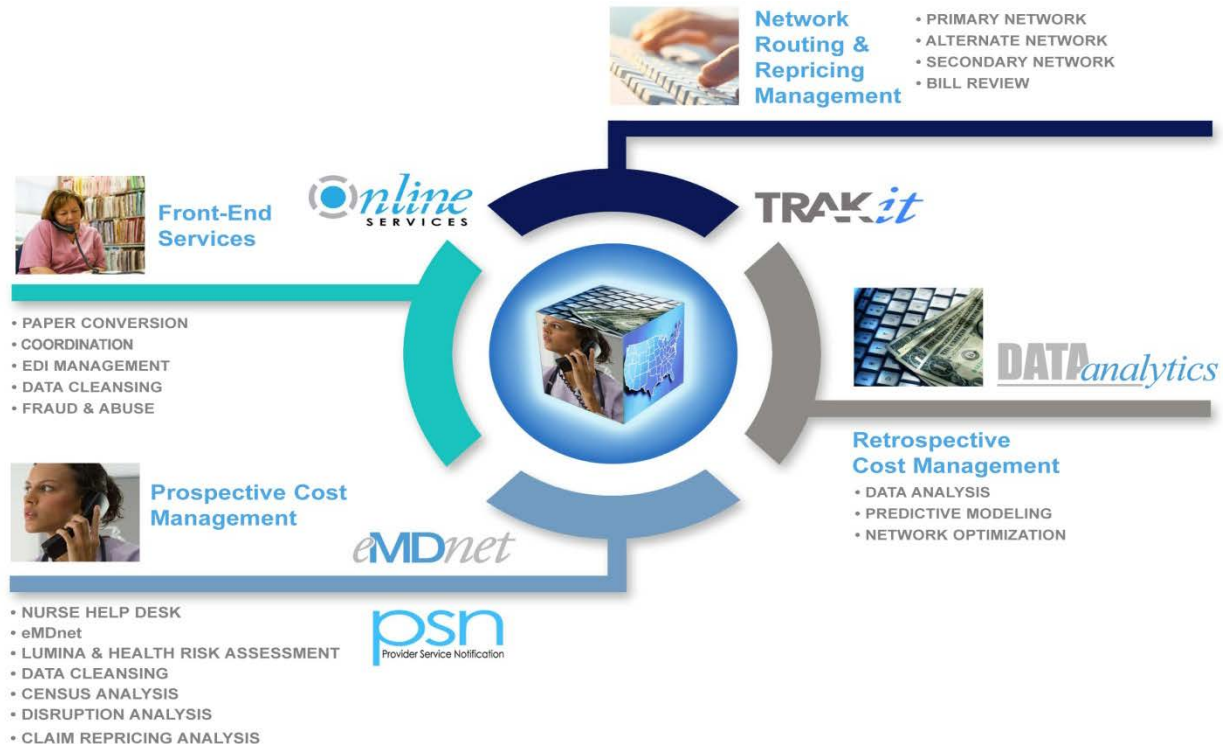
## MISSION STATEMENT

GlobalCare delivers  
the greatest savings available  
to the payer of medical bills,  
as easily as possible.

## Who is GlobalCare?

GlobalCare offers network management and cost containment services, with access to more than 150 PPO's

- Maximize savings on every claim
- Steer members into the most appropriate level of care
- Best-in-class Primary and Secondary medical network solutions
- Medical costs controlled





GlobalCare is your ONE solution for network access to  
more than 150 PPO's

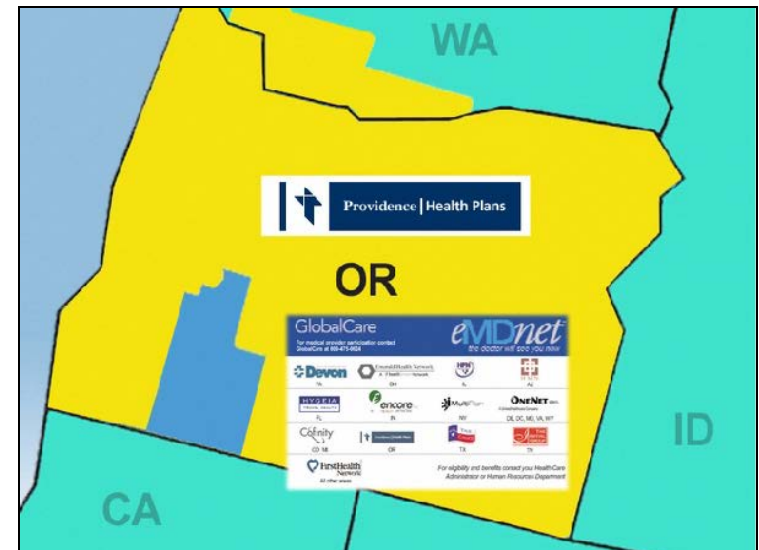
## Network Optimization

\*Example for a participant residing in Ohio



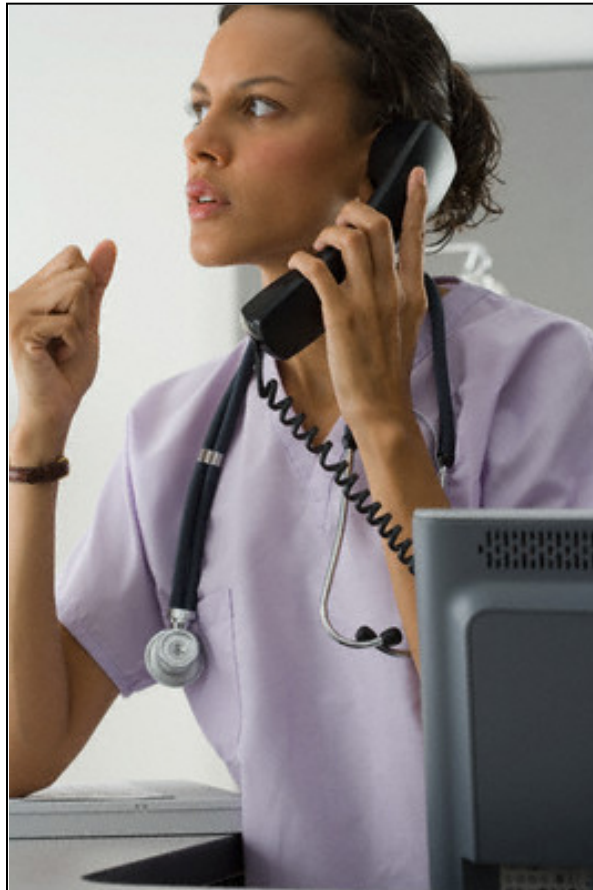
### PRIMARY

GlobalCare will recommend (for every household) the most appropriate Primary network, while balancing the greatest savings with the best access



### SECONDARY

GlobalCare introduces Inanet<sup>SM</sup>, our secondary travel network solution, with access to many regional networks, along with a national wrap when traveling



### Medical Help Desk

- 24 hours a day / 7 Days a Week / 365 Days a Year
- Triage
- Assess patient's condition
- Recommendations for care
- Referral to Provider via Provider Service Notification (PSN)



## eMDnet<sup>SM</sup>

eMDnet is your online guide to finding and accessing a medical provider anywhere, anytime



GlobalCare Simply More **Provider Service Notification**

Date: June 27, 2008

From: GlobalCare Inc.  
1875 South Road East  
Alhambra, CA 91808  
(310) 479-5024

To: Dr. Douglas, Margaret  
3031 W. Green Blvd  
Covina, CA 91703  
Phone: (714) 916-2141  
Fax:

Provider Service Notification #: 8

Payer:

Referral:  
Date of Ref: 12/22/07

Please accept this form as confirmation that \_\_\_\_\_ is a participant of the Cofinity (aka PPO) network.

As an affiliate with access to Cofinity (aka PPO), the appropriate negotiated fee discount arrangement will apply for services rendered to this member.

Claims should be submitted to: GlobalCare, Inc.  
Enrollment Team (C): 67543  
P.O. Box 247  
Alhambra, CA 91808-0247

Once a claim is received, please allow 10 days for payment. If you have any questions or need additional information, please call GlobalCare Inc. toll free (800) 479-5024.

This service notification by GlobalCare Inc. does not guarantee payment. Questions regarding benefits or payment should be directed to: (800) 479-5024

Network Info: Cofinity

Mail to Info: GlobalCare, Inc., Enrollment Team (C): 67543, P.O. Box 247, Alhambra, CA 91808-0247

Member Support Toll Free No.:

eMDnet

Produce your own Provider Service Notification (PSN), a medical referral which outlines valuable healthcare information to the provider. Every PSN created is directly processed by GlobalCare with the selected provider and appropriate network to ensure the medical claim is processed correctly for greatest savings.



## ID Cards

GlobalCare can  
reconfigure your  
current ID cards

|  |   |
|--|---|
|  <b>EMPLOYEE BENEFIT PLAN</b><br>Group Number: RAK00<br>Insured:<br>ID Number:<br>Medical Coverage: |   |
| <b>PPO</b><br>  | For HEALTHSPAN Provider Information 513-551-1400 or<br>1-888-914-7726. www.healthspannetwork.com            |
| <b>Payer</b><br>  | Submit CLAIMS To<br>Benefits  |
| <b>Rx</b><br>   | RxIDN ##### Pharmacy Help Desk: 1<br>RxPCN ## ESI Customer Service:<br>RxGroup #### www.express-scripts.com |

**To Verify BENEFITS, ELIGIBILITY or CLAIM STATUS Contact:**

**TO EMPLOYEE**  
 This is your Benefit Identification Card. Carry it with you at all times and present it to the hospital or doctor whenever you or one of your eligible dependents plan to receive medical services. See your employee booklet for a list of services your coverage provides.

**All inpatient admissions must be authorized by HEALTHSPAN at (513) 551-1420 Local, (800) 972-7726 Toll Free. Check your plan document for other authorizations required.**

**TRAVELING outside your NETWORK service area - Contact GlobalCare to locate a Provider or speak to a Registered Nurse at 866-807-6193 or 770-667-0247.**

**Available Networks Outside Primary Network Service Area:**

|  |   |  |
|--|---|--|
| Secondary In Office:<br><br>www.charmellehealth.com | In Indiana:<br><br>www.encoreinc.com       | In Michigan:<br><br>www.cofinity.net  |
| In Pennsylvania:<br><br>www.devonhealth.com         | In DC, DE, MD, VA:<br><br>www.onenetpa.com | All Other States:<br><br>www.phcs.com |

Or we can issue your  
participants a separate travel  
card for no fee

|  |   |
|--|---|
|  <b>GlobalCare</b><br>Simply More   |   |
| <b>Medical help 24 hours a day 365 days a year</b><br><b>Medical providers and facilities throughout the U.S.</b>  |   |
| <p>Dear Valued Customer:</p> <p>Wouldn't it be nice to have peace of mind and assistance when an unexpected illness or injury occurs while you are away from home? Well, now you can!</p> <p>We are proud to announce an important NEW program to your healthcare plan - your <b>GlobalCare MEDICAL TRAVEL CARD</b>. It is your link to emergency or urgent medical care when you are away from home. The card gives you direct access to qualified medical advice, assistance or referral to a medical provider. So please carry and present your <b>MEDICAL TRAVEL CARD</b> whenever you travel outside your primary health provider's network service area.</p> <p>Your medical assistance begins with a toll-free phone call to the <b>GlobalCare Medical Help Desk</b> or <b>CustomerCARE Center</b>. A trained professional will assist you from there. It's a reliable, simple way to insure you receive the most appropriate medical help when you are away from home.</p> <p><b>WHEN SHOULD I USE THIS CARD?</b><br/>         You should use this card whenever you are outside your primary healthcare coverage area and become sick or injured and need assistance in locating a medical provider.</p> <p><b>WHAT DOES THIS CARD DO FOR ME?</b><br/>         Your <b>GlobalCare MEDICAL TRAVEL CARD</b> provides you direct access to a Medical Help Desk staffed by Registered Nurses via a toll-free telephone number. The nurses will help you with any type of medical question or situation, assist you in selecting the most appropriate level of care, and provide a medical referral.</p> <p><b>WHAT HAPPENS WHEN I CALL THE 24-HOUR MEDICAL HELP DESK?</b><br/>         After assessing your situation, the nurse might offer one of the following courses of action.</p> <ol style="list-style-type: none"> <li>1. Make recommendations for self-care or self-care.</li> <li>2. Refer you to a physician, urgent care center or hospital.</li> <li>3. Suggest future medical attention when you return home.</li> </ol> |   |
| <p>Press card along perforation to remove. Carry card with you at all times. Additional card.</p>  |   |
|  <p><b>Medical Travel Card</b><br/>         Call Toll Free:<br/> <b>1-866-807-6193</b><br/>         Wherever you need medical assistance outside your primary care area.</p>  |  <p><b>Medical Travel Card</b><br/>         Call Toll Free:<br/> <b>1-866-807-6193</b><br/>         Wherever you need medical assistance outside your primary care area.</p> |

How do we know the best networks for your participants?

- Claims History
  - Send GlobalCare a history of claims
  - GlobalCare runs an analysis to see where your participants travel most often
- Zip Code Analysis
  - GlobalCare finds exactly where your participants reside to find the best Primary Network.

## SAVINGS

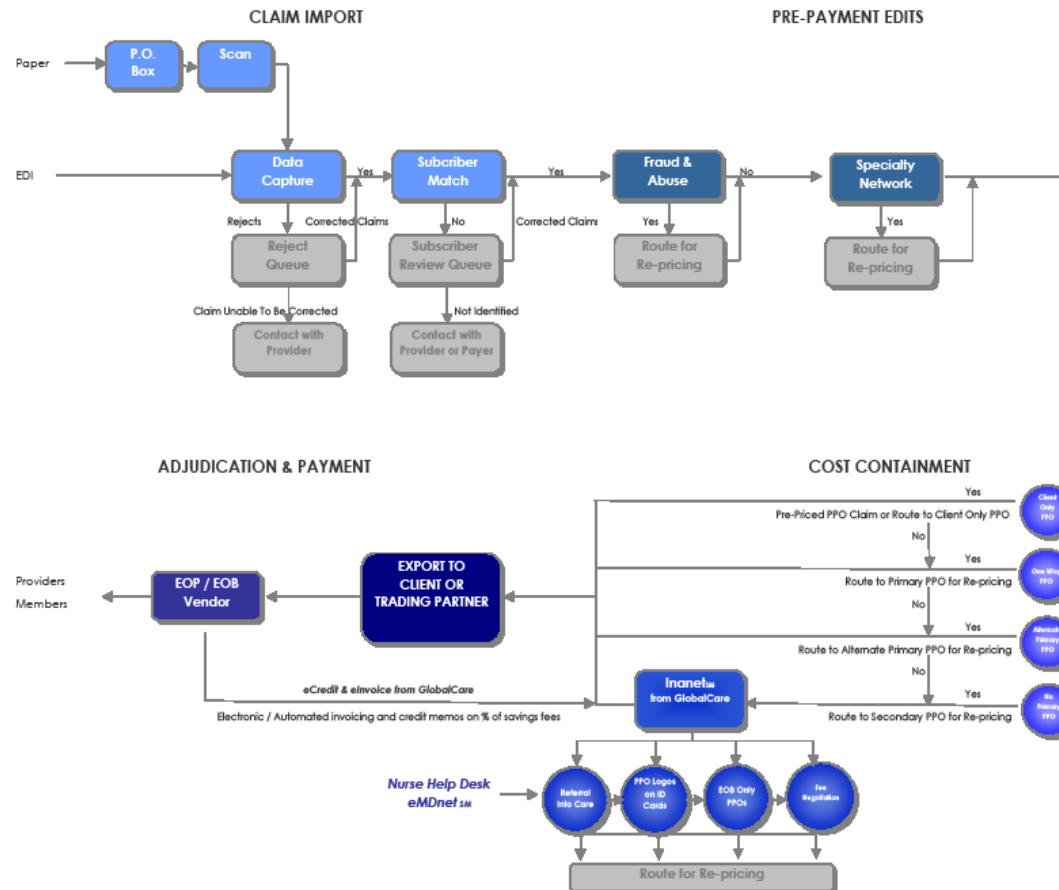
### Client Performance Recaps

| Health Plan      | YTD 2011     |
|------------------|--------------|
| Number of Claims | 36,187       |
| Dollar Volume    | \$22,603,812 |
| Hit Rate Dollars | 92.4%        |
| Hit Rate Claims  | 89.1%        |
| Average Discount | 44.8%        |
| Savings          | \$9,356,893  |
| TAT              | 2.89         |

| Health Plan      | YTD 2011     |
|------------------|--------------|
| Number of Claims | 81,862       |
| Dollar Volume    | \$54,425,586 |
| Hit Rate Dollars | 96.9%        |
| Hit Rate Claims  | 95.6%        |
| Average Discount | 42.1%        |
| Savings          | \$22,202,863 |
| TAT              | 2.88         |

| Third Party Administrator | YTD 2011    |
|---------------------------|-------------|
| Number of Claims          | 10,548      |
| Dollar Volume             | \$7,154,971 |
| Hit Rate Dollars          | 93.8%       |
| Hit Rate Claims           | 92.3%       |
| Average Discount          | 37.4%       |
| Savings                   | \$2,510,050 |
| TAT                       | 3.76        |

## Workflow



## REASONS

*"GlobalCare has exceeded our expectations when it comes to providing greater penetration and discounts for our special risk and student athlete business. Their access to many, many regional and national networks along with their inventiveness to build for us a web-based referral system has delivered results as great as 3x what we would have received before. The dedicated personnel consistently demonstrated their professionalism and responsiveness to overcome all obstacles"*

**Mutual of Omaha  
Nebraska**

*"GlobalCare solved a critical issue for us when we were faced with electronically distributing claim files to over 70 clients of ours in a standard ANSI 837/4010 files. We had our own proprietary layout that they converted and then built EDI and new Web-base tools so all of our customers could get their files reliably every day. The market acceptance is phenomenal, and GlobalCare made it very easy for us"*

**Providence Preferred PPO  
Oregon**

*"Our business requires that we always know the status of both a claim and an appeal. GlobalCare's systems provide us complete open access to our data so we always know the status of everything. Our Membership Services feel their Claims Research & Resolution application is the best they have ever seen. For me, I truly appreciate the accuracy and presentation of their performance reports - it makes my job a lot easier with a partner like them"*

**Christian Care Ministry  
Florida**