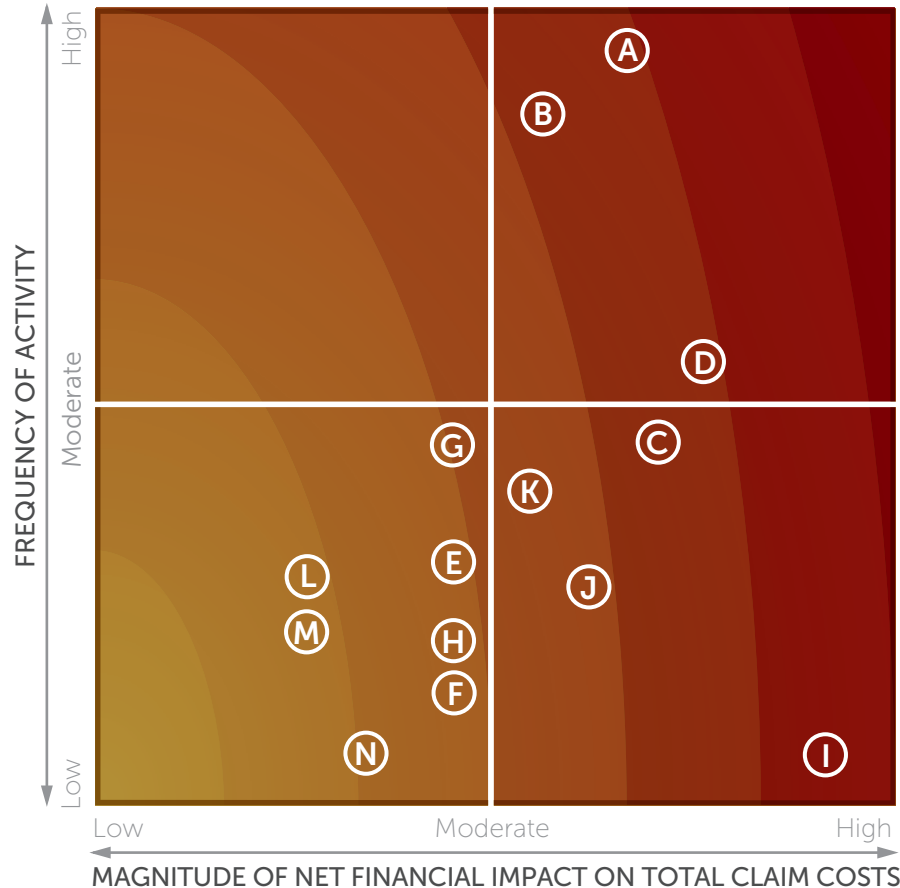


Heat Map 1

ALAE Services Before Lean Strategy

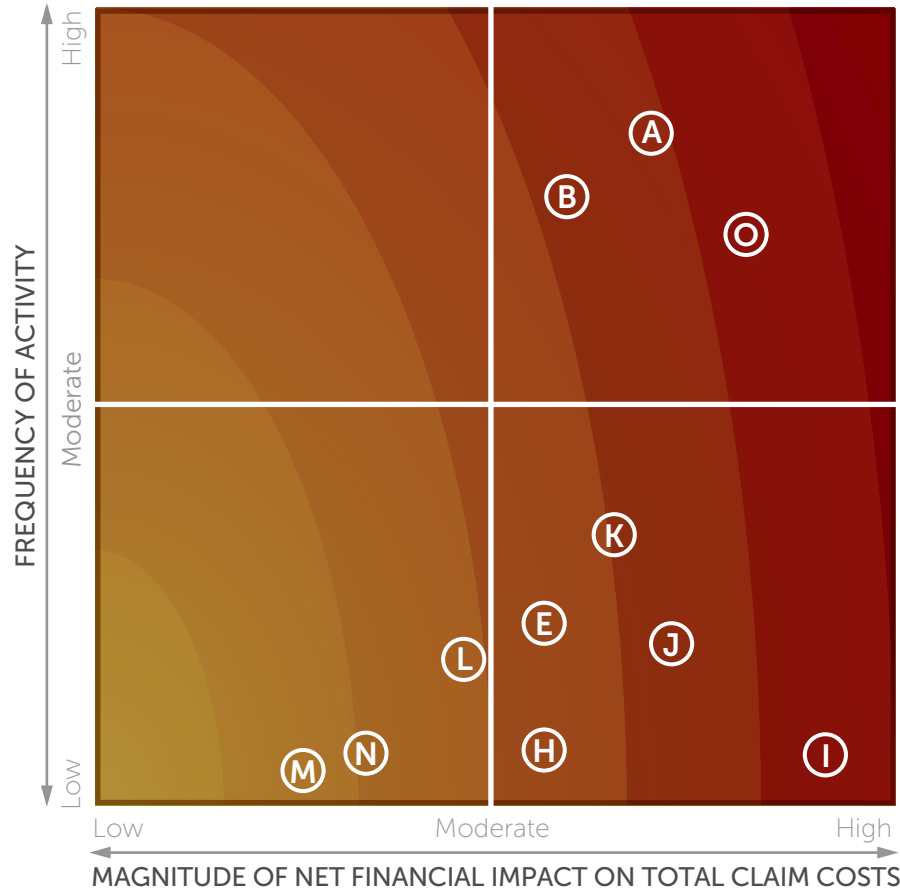


ALAE Services Category

- A** Bill Review
- B** Pharmacy Benefit Management
- C** Early Intervention / Nurse Triage
- D** Return-to-Work Management
- E** Utilization Review
- F** Drug Utilization Review
- G** Telephonic Case Management
- H** Field Case Management
- I** Catastrophic Case Management
- J** Independent Medical Exams
- K** Attorney Intervention
- L** Medicare Set Asides
- M** Surveillance Services
- N** Vocational Rehab. Management

Heat Map 2

ALAE Services After Lean Strategy



ALAE Services Category

- A** Bill Review
- B** Pharmacy Benefit Management
- C** Early Intervention / Nurse Triage*
- D** Return to Work Management*
- E** Utilization Review
- F** Drug Utilization Review
- G** Telephonic Case Management*
- H** Field Case Management
- I** Catastrophic Case Management
- J** Independent Medical Exams
- K** Attorney Intervention
- L** Medicare Set Asides
- M** Surveillance Services
- N** Vocational Rehab. Management
- O** **Lean Care Management Model**

* Lean strategy absorbs these interventions in its approach