



ALPS Services, Inc.

Tel: 513.671.6300 or 800.835.2577 Fax: 513.346.4122 | www.alpsservices.com

WORKERS' COMPENSATION & DISABILITY MANAGEMENT

CAPABILITY STATEMENT FOR ALPS SERVICES, INCORPORATED

DUNS # 783567274, Cage Code 1QTT5, TIN # 31-I720343



INTRODUCTION

ALPS (American Loss Prevention Services) was started in 1987. The following is a summary that describes ALPS:

- **Verified Service-Disabled Veteran-Owned Small Business**
- **Certified by the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services as a Quality Improvement Organization entity**
- **Our clients have included more than 9,000 organizations in over 40 states**
- **ALPS employs a team of highly skilled professionals**

RANGE OF SERVICES

ALPS workers' compensation program takes a Total Partnership Approach to meeting and exceeding quality expectations. It promotes medical and lost time cost control while ensuring quality medical care. ALPS offers a diverse range of services, including:

- **Return-To-Work/Disability Management**
- **Fraud Detection and Investigation**
- **Pharmacy Reviews**
- **Nurse Case Management**
- **Physician Case Management**
- **Vocational Rehabilitation Management**
- **Independent Medical Exams**
- **Informative Reports**
- **Utilization and Peer Review**
- **Medical Bill Review, Payment and Processing**
- **Confidential Record Keeping**
- **Employer/Employee Communication/Education Program**
- **Patient Satisfaction Surveys**
- **Subrogation Investigation and Recovery Assistance**

This full range of services is offered to all clients as a comprehensive package. However, any one, or any number of these services can be unbundled to meet your specific needs. This customer-focused flexibility is, we believe, one of the key benefits of our service, and our key competitive advantage. Past performance and references are available upon request. For the past 15 years, ALPS has retained 4 million dollars General Liability and 3 million dollars Excess/Umbrella Liability with the same insurance company, which is, rated A+ Superior by the A.M. Best Company.

OUR MISSION

ALPS is a professional service company dedicated to providing a better solution in managing and controlling the costs of workers' compensation claims.

There are several key factors that can be identified as being particularly important for success in our company. They are:

The ability to deliver "best value" in addition to reasonable cost

- Having a highly trained professional staff
- The ability to show clients their cost in relationship to benefits received
- Having a good understanding of regulations and premium reduction programs
- The ability to decrease and control cost without sacrificing the quality of medical care

ALPS has created and maintained high client value and satisfaction by providing superior quality service at a fair price. Our Total Quality Management (TQM) philosophy is based on our goal to meet or exceed customer satisfaction. We begin by recognizing the needs of our clients.