



2010 was another year of achievement for us, our 26th year of committed service to our clients. We were recognized—for the ninth time—among the 99 Best Places to Work in our region. In addition, we have just received word that we are being recognized with the prestigious Crain's Leading EDGE Award for innovation, entrepreneurship and civic contribution.

Recognitions like these are meaningful indicators that we are actually living our dedication to customer satisfaction rather than just promoting it:

- By bringing you the most incremental revenue we can.
- By creating the right environment and opportunities for our people to provide the best assistance to your patients or plan members.

Our top priority is your satisfaction with our partnership. We measure that each year by surveying our customers' perceptions, and we are especially proud to share the results of our most recent Customer Satisfaction Survey. It shows just how satisfied our clients are with us.

Report to Clients

Overall Satisfaction with Our Performance

Our annual survey asks clients to rate us on many aspects of service. In our most recent survey, when they were asked about overall satisfaction with Human Arc, the average response was **6.27** on a seven-point scale, well above “very satisfied” and the highest response in the last half decade.

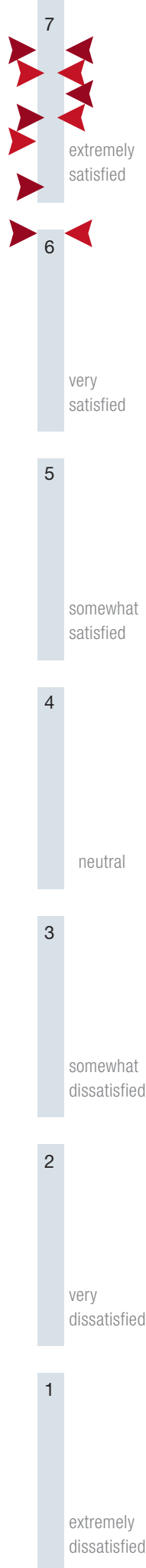
Overall approval for what we do is manifested in the level of willingness to recommend us to colleagues. In this regard, we earned a solid **6.50**, again among the highest average responses received for this question in survey history.

Performance on a Personal Level

We are committed to hiring and retaining the best associates to serve you and the people who depend upon you. In order to do this, all our employees maintain their own “report card.” In addition, they all undergo training to meet our responsibilities as a business associate to our clients as defined in the American Recovery and Reinvestment Act, as well as our responsibilities to comply fully with HIPAA and DHHS standards. These processes are lengthy, but they’re why our performance on your behalf is so good.

- ▶ Our staff courtesy: **6.74**
- ▶ Our professionalism: **6.72**
- ▶ Our responsiveness to our clients: **6.63***
- ▶ Ability to readily reach us: **6.60***
- ▶ Understanding what’s important to you: **6.43***

* The highest response rating in our survey’s history to this particular question.



Performance at the Service Level

Human Arc

Hospital Client Services

- ▶ Disproportionate share (DSH) retrospective qualification services: **6.50**
- ▶ Medicaid eligibility services: **6.43**
- ▶ Billing follow-up and denial management services: **6.00**

Human Arc

Health Plan Client Services

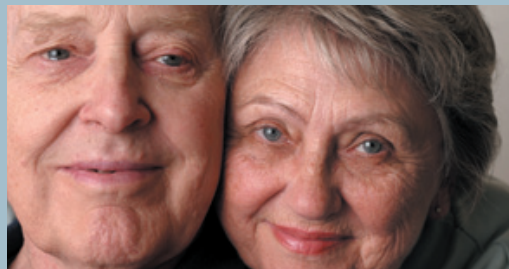
- ▶ SSI eligibility/enrollment for Medicaid plans: **6.17**
- ▶ Health plan dual eligibility outreach services: **6.00**
- ▶ Medicaid documentation service: **6.33**

Human Arc's Continuous Improvement

Continuous improvement is the best way for us to provide expanding value to our clients. While we’re obviously pleased that you’re happy with what we do, we’re always motivated to find new ways to make our performance better and your lives easier.

For example, we will be initiating more joint performance review meetings to gain additional feedback for improvement. And our client relations teams will be expanding their feedback from clients to our sales and internal operational staffs to help them optimize customer satisfaction as well.

We are always open to your thoughts and suggestions.



HUMAN ARC[®]



What Patients and Plan Members Say to Us

“Your representative did everything possible to assist my aunt with the application for my severely mentally challenged cousin. He is spectacular, professional . . . the service he provided meant a lot to this family.”

“Your representative really, really did a good job and she’s very, very pleasant . . . I was in the dark but when she came into the picture, I started seeing daylight.”

“He is the best . . . he’s so very patient with older people. We don’t see that very much and it means so much. We appreciate that kindness. It’s rare.”

“Your company saved my life . . . [Your representatives] helped me . . . they did not judge me, they did not turn their back on me, they just helped me. If everybody had this type of compassion, the world would be better.”

“She is the most precious, helpful, young lady I’ve ever dealt with . . . she’s just been God’s blessing to me.”

“[Human Arc] is great to work with. They just kept on working for me to help me get on Medicaid. They are wonderful to talk with and they make me feel human.”

“You really help[ed]. My mom is bedridden and my dad was getting so frustrated that he’s almost given up being able to get his prescriptions. Thank you for your help. We really appreciate it!”

“My Human Arc contact was able to give me more help in 15 minutes than anyone else has given me in the past two years.”

Experience. Compassion. Results. That’s Human Arc.

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