

**For immediate release**

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## **Aon eSolutions Develops Real-time Interface between its iVOS® Insurance System and Company Nurse Call Center**

*Interface Enables Prompt Injury Reporting, Proactive Claims Management, and Quality Medical Care for Workers' Compensation Programs*

**SAN RAMON, Calif., Oct. 15, 2008** – Aon eSolutions, the client technology arm of Aon Corporation (NYSE: AOC), and Company Nurse, the premier provider of medical triage for workers' compensation injuries, have partnered to offer a real-time interface between Aon's market-leading iVOS insurance system and Company Nurse's call center. The interface enables a seamless, real-time data transfer that enhances proactive claims and injury management for mutual workers' compensation clients.

Aon eSolutions' iVOS insurance system offers advanced workflow and automation tools that streamline the workers' compensation claims process and focus adjuster resources on the claims that require their in-depth expertise and personalized service. Company Nurse provides a nurse call center that enables its clients to promptly report employee injuries. Nurses at the call center then medically assess the injuries and advise on an appropriate level of medical treatment, such as first aid or medical care at an occupational clinic within the employer's provider network.

Employers nationwide are searching for new strategies to improve the performance of their workers' compensation programs. A primary challenge has been frequent delays in reporting workplace injuries, which sets off a chain reaction of setbacks in optimally sharing and managing injury and claims information—a situation that has hampered the industry's ability to achieve optimal claims costs and medical outcomes.

“The interface between iVOS and Company Nurse creates a hybrid early intervention approach to manage workers' compensation claims,” said Randy Wheeler, managing director of Aon eSolutions. “Employers are able to simultaneously leverage Company Nurse's medical expertise at the point of injury and our advanced iVOS technology to enhance their workers' compensation program performance.”

“After our nurse call center triages injuries according to medical severity, the next critical step is to transfer injury and clinical information into the hands of claims adjusters,” said Paul Binsfeld, chief executive officer of Company Nurse. “The new interface enables real-time transfer of injury intake information into the iVOS system. As a result, the claim can be immediately managed for optimal costs, medical outcomes, and return-to-work results.”

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Municipal Pooling Authority, a California-based risk pool that includes 20 member cities, is one of the first clients to utilize the system interface. The organization has devised an integrated early intervention program to better manage workers' compensation results for its city members and their employees.

"iVOS and Company Nurse are key components of our early intervention program," said Janet Selby, workers' compensation manager at Municipal Pooling Authority. "Previously, we received injury information via email from Company Nurse. The information was timely—typically delivered on the day of injury—but we had to manually re-key the data into iVOS. With the new interface, we've significantly streamlined the process. Injury information is automatically imported into iVOS, which eliminates process bottlenecks and enables our member cities, adjusters, return-to-work coordinator, and nurse case manager to immediately initiate their roles in the workers' compensation process—ultimately helping our team to achieve the best-possible results."

## About Aon

Aon eSolutions is the client technology solutions arm of Aon Corporation. We provide innovative products, services and solutions to meet the diverse and varied needs of risk and insurance professionals. Our best-in-class systems—iVOS, RiskConsole, AonLine, and SafetyLogic—provide an unparalleled and integrated risk and insurance technology suite. This award-winning technology streamlines business processes and optimizes resources through a personalized and configurable approach and has resulted in measurable value for our clients. For more information on Aon eSolutions, log onto [www.aon-esolutions.com](http://www.aon-esolutions.com).

Aon Corporation (NYSE: AOC) is the leading global provider of risk management services, insurance and reinsurance brokerage, human capital and management consulting. Through its 36,000 colleagues worldwide, Aon readily delivers distinctive client value via innovative and effective risk management and workforce productivity solutions. Our industry-leading global resources, technical expertise and industry knowledge are delivered locally through more than 500 offices in more than 120 countries. Aon was named the world's best broker by Euromoney magazine's 2008 Insurance Survey. In 2008, Aon ranked highest on the Business Insurance ranking of the world's largest insurance brokers based on commercial retail, wholesale, reinsurance and personal lines brokerage revenues. Aon also was ranked by A.M. Best as the number one insurance broker based on brokerage revenues in 2007 and 2008, and was voted best insurance intermediary, best reinsurance intermediary, and best employee benefits consulting firm in 2007 and 2008 by the readers of Business Insurance. For more information on Aon, log onto <http://www.aon.com/>.