

100%

Satisfaction Level in
2004 Client Survey

IHS *Indigent Healthcare Solutions*

**For three years in a row,
all our clients said they would be
very willing to recommend IHS to others.**

It's not easy to win that level of endorsement. And it certainly doesn't happen without 100% commitment and effort on the part of the service provider.

Each member of the IHS staff is totally committed to taking care of the people who have entrusted us with their indigent health care program support – and to ensuring their 100% satisfaction.

The IHS survey questions are listed on the reverse.

100%

Satisfaction Level in 2003 Client Survey

IHS *Indigent Healthcare Solutions*

For three years in a row, all our clients said we met or exceeded their needs and expectations. Most said we had exceeded them.

We couldn't accomplish that without clients who communicate their needs and expectations and who are committed to making their programs work for their constituents.

Admittedly our customers are among the most committed and forward-thinking in public service.

We feel privileged to work with them, and their kind endorsements indicate that the feeling is mutual.

A sampling of actual survey comments is listed on the reverse.

100%

Satisfaction Level in
2002 Client Survey

IHS *Indigent Healthcare Solutions*

**100% satisfaction for three years
in a row takes more than great service.
It takes a great product.**

The best service in the world won't be sufficient if the product is lacking. Our software is complete.

It has all the features our clients want. That's because all our clients are invited to define the features they want during our annual client advisory meetings.

Key features of the Indigent Healthcare Solutions product are listed on the reverse.

We'd like to add you to our list of 100% satisfied clients.

Indigent Healthcare Solutions, Ltd.

2040 North Loop 336, Suite 304

Conroe, Texas 77304

Toll free: 800-834-0560

Telephone: 936-756-6720

Fax: 936-756-6741

E-mail: robertb@indigenthealthcaresolutions.com

IHS customer satisfaction survey questions

Communications & Responsiveness

- 1A. Are your calls and/or letters responded to promptly?
Yes • No
- 1B. Are your needs/expectations understood?
Yes • No
- 1C. Is work completed for you in a timely manner?
Yes • No
- 1D. How would you rate the quality of IHS communications and responsiveness?
Excellent • Good • Fair • Poor

Technical & Professional Support

- 2A. Is IHS responsive to your needs?
Yes • No
- 2B. Is IHS well versed in your software application?
Yes • No
- 2C. Are your requests responded to in a timely manner?
Yes • No
- 2D. Are your projects completed accurately?
Yes • No
- 2E. How would you rate the quality of IHS support?
Excellent • Good • Fair • Poor
- 2F. For our new (first-year) clients: How would you rate the training provided?
Excellent • Good • Fair • Poor • N/A

Value of Service

- 3A. How would you rate the value of IHS services for the fees charged?
Excellent • Good • Fair • Poor
- 3B. In the time you have used IHS, has the value of services provided to you changed?
Improved • Stayed the Same • Declined

Overall Evaluation

- 4A. Would you be willing to recommend IHS to others?
Very Willing • Somewhat Willing • Not Very Willing • Very Unwilling
- 4B. How well has IHS performed over the last 12 months relative to your needs and expectations?
Exceeded • Met • Fell Short • N/A
- 4C. In the time you have used IHS, has the technical and professional support changed?
Improved • Stayed the Same • Declined

Personal Comments

- 5A. Have you visited the IHS web site at www.indigenthealthcaresolutions.com?
Yes • No
- 5B. Can you suggest anything that would make the IHS web site more useful to you?
- 5C. Is there anything that we can do to serve you better in the upcoming year?

Client comments submitted with annual surveys

“How much better could your service get? Just keep doing what you are doing.”

Lynda Davis, Indigent Health Care Director
Hardin County, Texas

“IHS has been one of the best companies to work with. Your continued striving for excellence has continued in all aspects of your work.”

Micki Bell, Indigent Health Care Director
Erath County, Texas

“Everything is great! Thanks for all the quick response time and support.”

Jessica Laskoskie, Indigent Health Care Director
Chambers County, Texas

“Keep up the great work! You think of new ideas before I do and you make my job so much easier and efficient.”

Carole Ellis, Indigent Health Care Director
Burnet County, Texas

“We have thoroughly enjoyed working with each and every person at IHS.”

Shannon Hinkle, Indigent Health Care Director
Johnson County, Texas

“IHS has the best customer focused staff I know! They are genuinely interested in my county’s issues. Just keep doing what you are doing!”

Rick Dollahan, County Auditor
Gaines County, Texas

“I can’t mark improved on many of your survey questions because IHS was already performing above my expectations... IHS’ product is not its software system alone – it is of greatest value because of the people who let us know we are top priority.”

Rita Kelley, Indigent Health Care Director
Bell County, Texas

“The cost-effectiveness, accuracy and efficiency gained from using the IHS system are remarkable. I cannot imagine doing indigent care management without it!”

Kelly Curry, Indigent Health Care Administrator
Montgomery County Hospital District

Key features of the Indigent Healthcare Solutions product

- Fully documented software
- Secure, user-friendly, browser-based navigation
- Fully integrated and updated CPT[®] codes
- Electronic generation of Texas Department of State Health Services forms with personalized county information
- Ability to manage multiple programs such as indigent health care, primary health care, emergency assistance, prisoner health care, and many more
- Ability to use DRG or percentage calculations
- 24/7 support with a toll-free support number
- An experienced service team to ensure that your needs are met
- No “up-front” money required
- IBM and Dell Computer Corporation hardware for easy implementation and support
- Provision of cumulative amount paid for each client
- Unlimited notes section for each client, invoice, and vendor
- Guaranteed, all-inclusive pricing
- Duplicate invoice notification
- Integrated eligibility worksheet (State Form 101)
- Automatic notification when client reaches \$30,000 expenditure limit
- Automatic notification when client reaches 30-day inpatient limit
- Automatic notification if invoice is not received within 95-day limit
- Provider and client explanation of benefits (EOB)
- Ability to balance multiple fiscal years
- Fully integrated and updated Red Book[®] codes (optional). IHS is a licensed vendor of Red Book codes
- Fully integrated and updated ICD-9 diagnosis codes (optional)
- Ability to interface with existing financial systems used by county auditors and treasurers (optional)
- Ability to export data to Microsoft[®] Excel[®] or other comparable spreadsheet programs



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