

5 Questions to Ask Your Subrogation Vendor

1 Is your company experienced at working with Medicaid agencies like mine?



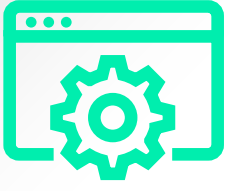
Gainwell Technologies serves more state Medicaid agencies than any other vendor in this space — currently more than 20 distinct state contracts — with decades of experience providing subrogation for casualty, estates, trusts, workers' compensation and mass tort. Our breadth of experience across states allows us to understand nuances in Medicaid and provide superior service based on your unique needs.

2 What case management system do you use? Will we have access to it?

Over the last 25 years, Gainwell has developed Maestro, a proprietary, subrogation-specific workflow management system. This system is used to efficiently handle hundreds of thousands of cases and millions of claims, using prompts, work actions and notes to move cases through the system. The Maestro system is available to our clients to manage our efforts and is also available as a SaaS instance when our clients manage subrogation cases on their own.



3 Can your processes be customized to our needs?



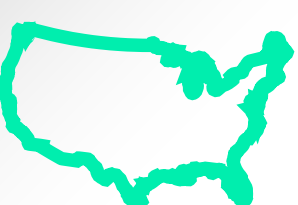
Meeting your state's unique and complex needs, including required customizations, is our top priority. Maestro was built to support diverse requirements and processes and has a track record of successful customization. We put the appropriate personnel, systems and data in place to meet the unique requirements of your state.

4 What subject matter expertise does your company have?

Subrogation is a complex service. Gainwell's expertise in subrogation is driven by our staff of attorneys, paralegals, CPAs, nurses and IT professionals, who work to ensure we're able to meet your needs. The combined experience of the Gainwell subrogation team is significant. Most of our supervisors, all the way to our vice presidents, have more than 15 years of subrogation experience. Additionally, the greater Gainwell team is always available to improve the overall process and support of subrogation cases.



5 Do you understand my state's specific rules and regulations?



Gainwell provides attorneys who are licensed in your state and understand your state's specific rules and regulations. Additionally, Gainwell believes having employees who understand the policies, political environment and other local factors helps the Gainwell team pursue cases more effectively.