

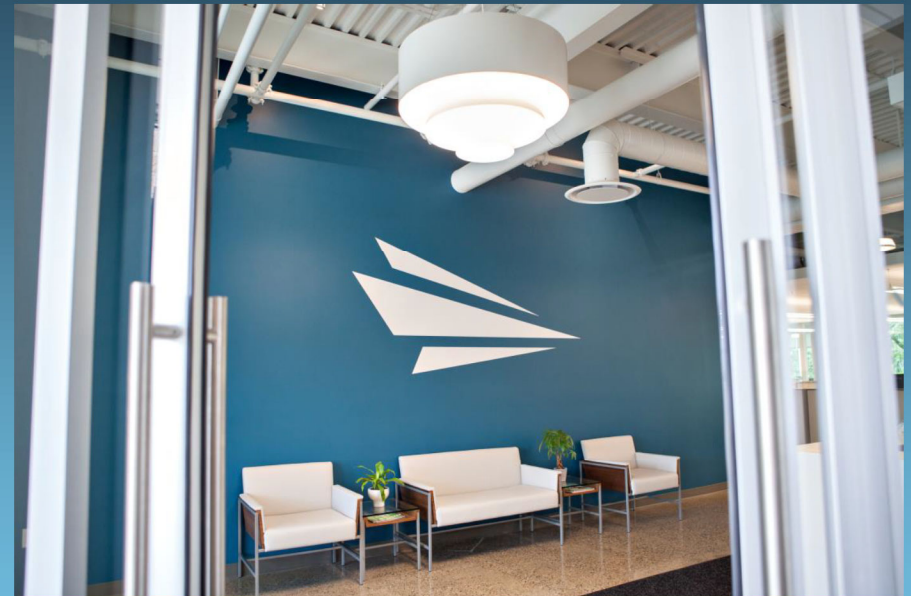


# San Bernardino County Employees' Retirement Association

April 17, 2025

# Agenda

- Introduction
- Why LCS
- Benefits of Program
- Operational Process
- Simply LCS
- Portal Demonstration



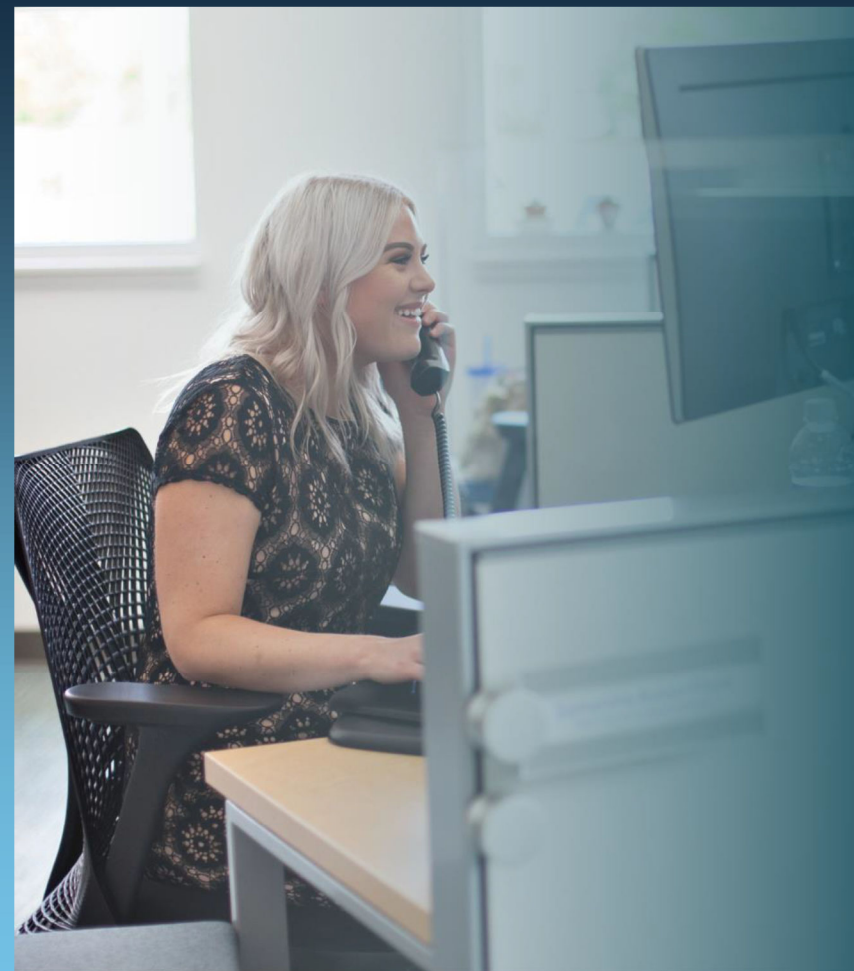
# Regional Sales Director



Ahmad Zeki, Juris Doctor  
Regional Sales Director

## Why LCS?

- Privately owned company with 40 years of industry experience exclusively supporting record retrieval services.
- Provide personalized service and state-of-the-art technology are combined to provide our clients with an unparalleled user experience
- National Carriers: Progressive, Travelers, GEICO, AAA, State Farm, Curi (formerly Constellation), West Bend Insurance, Hastings Mutual, Home Depot, etc.
- California: State Compensation Insurance Fund.
- Ability to integrate with claims management systems such as Guidewire Claim Center and Litify.
- Soc 2 Type II certified and HIPAA Compliant.
- LCS values the partnerships with each client.





# Program Benefits

- **Client-Focused Custom Solutions**
  - Develop business-driven program goals and objectives that align with the organization.
  - Dedicated Account Manager to oversee the program and execute goals and objectives.
  - Dedicated Client Relations Associate (CRA).
  - Dedicate Facility Relations Associate (FRA).
  - Ability to provide custom billing solutions.
  - Partner to identify organizational efficiencies.
- **Value Added Services**
  - Operational excellence for fast turnaround times.
  - Monthly tracking metric reporting.
  - Annual/Semi-annual Stewardship meetings.
- **Onboarding Process**
  - Partner with internal and external users to automate custom reproduction with client-specific documentation.
  - Established implementation process to ensure smooth onboarding with internal and external clients
  - Offer ongoing training to new and existing users.



# Operational Process

## **Dedicated Client Relations Associate**

- Primary contact for all work order-based activities within your organization.
- Prepares appropriate paperwork to obtain records.
- Authorization/Facility Follow-Up.
- Subpoena/Facility Follow-Up.

## **Dedicated Facility Relations Associate**

- Primary contact and researcher with facilities.
- Advances the procurement process.
- Builds relationships.
- Strategic problem-solver.

## **Dedicated Members of the Records Production Department**

- Document Processing and record publication.
- Billing & Invoicing team providing customized solutions.
- Case reports to identify the current active volume of orders.





## ***SIMPLIFY THE PROCESS***

LCS Record Retrieval provides industry-leading services to insurance companies and law firms nationwide by keeping state-of-the-art technology, top security, and unparalleled customer service as our top priority.

With over 40 years of experience and a wide variety of services, LCS is ready and able to deliver fast, simple, cost-effective solutions that will exceed your record retrieval and document analysis needs.






## ORGANIZE YOUR RECORDS WITH LCS

### SimplyOrg®

Powered by AI innovation, SimplyOrg® from LCS provides electronic records in chronological order with hyperlinks and bookmarks.

Reduce costs and increase efficiency utilizing SimplyOrg® to organize thousands of pages for easy navigation and quick review.





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Shoreline, WA 98148  
PHONE (206) 348-1311  
Fax (206) 348-1100  
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MEDICAL RECORD INDEX

Name of Plaintiff:  
DOB:  
DOA:  
City:

Date of Service	Facility	Provider	Type of Service	Page Range
02/07/2009	North Kansas City Hospital	Michael J. Szabo, MD - Radiology	MRJ lumbar spine without contrast	3-6
02/04/2009 02/09/2009	Midwest Health Careland	Rocella Rowe, MD	Progress notes	10-12

Bookmarks

- Medical Record Index
- Organized Medical Source Records
- Bookmarking
  - 02/07/2009 North Kansas City Hospital MRJ lumbar spine
    - Conclusion: Mild-moderate multilevel degenerative changes at L3-4, L4-5 and L5-S1
  - 02/04/2009 Midwest Health Careland Progress Note Rocella Rowe, MD
    - Complaints: Plaintiff with past medical history of diabetes mellitus, panic disorder and fibromyalgia presented today for follow up on his lower back pain. He reported he had been seeing his workers comp and has
    - Assessment: Other specified diabetes mellitus without complications, right lumbar radiculopathy and erectile dysfunction



**SimplySummarize©**

**LCS RECORD RETRIEVAL**

## RECORD SUMMARIZATION

With SimplySummarize©, LCS leverages AI technology to provide a fact-based summary of records in chronological order with hyperlinks and bookmarks.

Our cutting-edge technology makes reviewing documents efficient, fast and easy. Take advantage these benefits and more with SimplySummarize©.



**LCS RECORD RETRIEVAL**

1200 N. Evergreen Drive NE  
Grand Rapids, MI 49505  
Phone: (616) 544-1212  
Fax: (616) 544-1210  
LCSRecordRetrieval.com

### MEDICAL RECORD SUMMARY

Case Name/Number:

Plaintiff Name:

DOB:

Sex: Male

MR#: \_\_\_\_\_

Job#: \_\_\_\_\_

SSN#: \_\_\_\_\_

Claim#: \_\_\_\_\_

Date of Injury: 01/23/2019

Method of Injury: Work related accident

Place of Service: North Kansas City Hospital; Meritas Health Goshard.

Plaintiff is a 56-year-old male.

**Present Problems/Past Medical History:** Ongoing diabetes, fibromyalgia, lower back pain and panic disorder.

**Past Surgical History:** Arthroscopy of knee (2012); carpal tunnel release and operative procedure on wrist.

**Family History:** Mother alive with hypertension; father deceased and sister alive with hypertension.

**Social History:** Alcohol and substance abuse: None; Tobacco: Former smoker.

**Medications:** Fluoxetine, gabapentin, lisinopril and metformin.

**Allergies:** No known allergies.




## EASILY SHARE DOCUMENTS, RECORDS, AND FILMS

Securely share documents, records, and films with expert witnesses and IMEs through SimplyShare©, our SOC 2 and HIPAA compliant Client Portal.

### SIMPLYSHARE© PROCESS - EASY AS 1, 2, 3



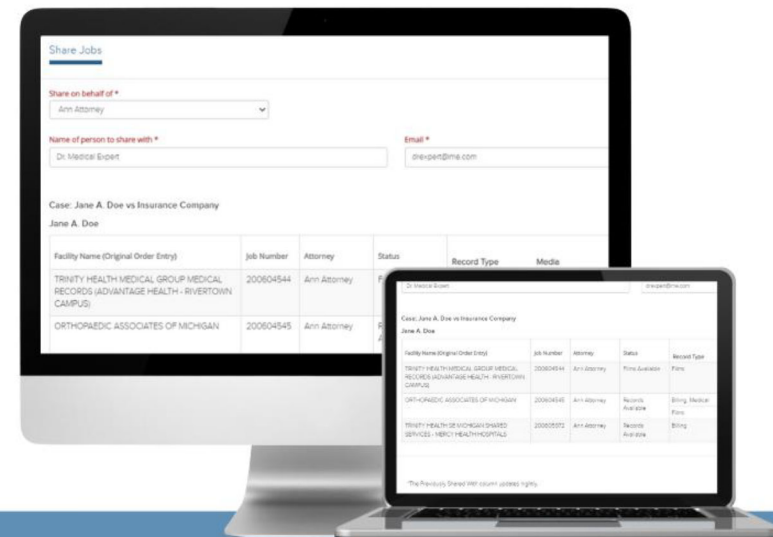
Select the desired case and records to share



Add the information of the third-party



The third-party will receive the records and/or films immediately



**SimplyImage®**

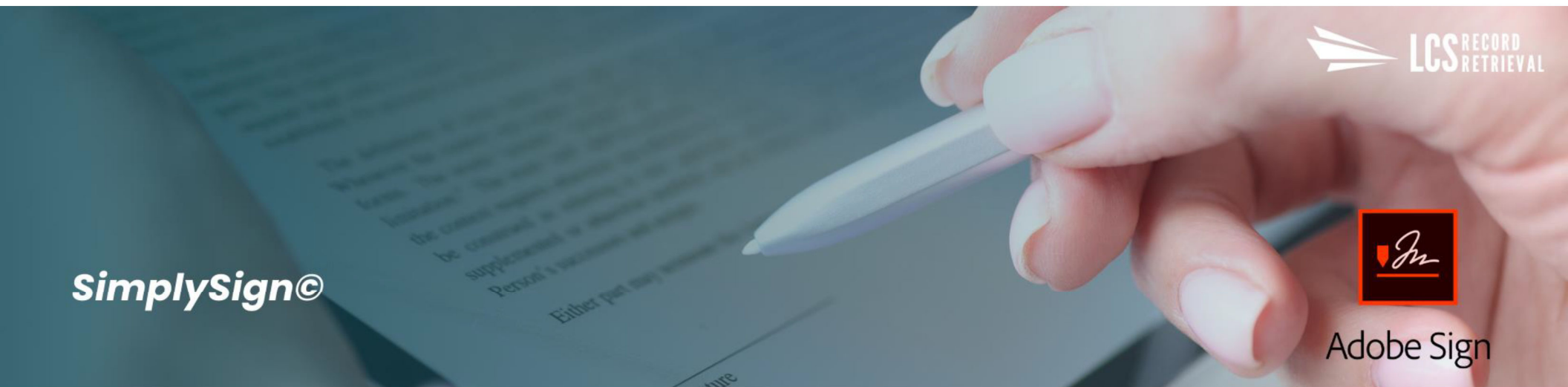
## FILMS ONLINE ANYTIME, ANYWHERE

### **SIMPLYIMAGE®**

View, download and share radiology films directly from the LCS HIPAA compliant, user-friendly client portal.

Save time, money and storage by accessing films online.

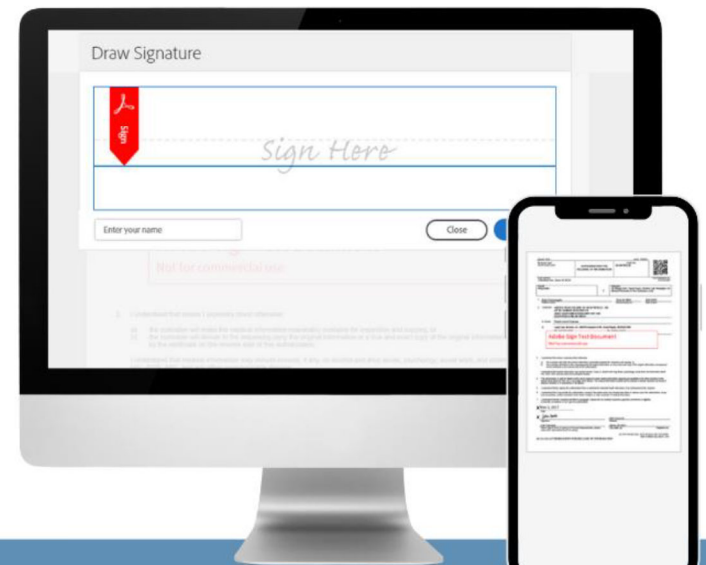




## AUTHORIZATION E-SIGNING PROCESS

LCS is speeding up the authorization signing process by utilizing Adobe e-sign technology.

Accelerate the lifecycle of a claim by receiving signed authorizations in just minutes, not days.







**Ahmad Zeki, Juris Doctor**  
**Regional Sales Director**

**THANK YOU!**

**Ahmad Zeki**

**Regional Sales Director**

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