

EXHIBIT "A"
PRINCIPAL SERVICES TO BE PERFORMED

Provider shall perform all of the following services:

1. Assume the administration of all claims of the County reported after the Effective Date of the contract and all existing claims prior to the effective date.
2. Investigate, adjust and notify the County of questionable or improper claims before undertaking further activity.
3. After auditing medical bills for conformity to accepted reasonable fee schedules, Sedgwick will tabulate and approve for payment all medical, hospital, compensation, and other benefits required by the Workers' Compensation Law, and pay in accordance with the procedure agreed upon by the parties hereto.
4. Utilize the services of outside medical resources or advisory bodies with the County's prior approval.
5. With prior County approval, recommend potential rehabilitation cases to firms known to develop rehabilitation plans with realistic goals. Sedgwick will direct and monitor all cases for effectiveness and cost containment.
6. Establish the amount of and revise claim reserves. Reserves will be set within seven (7) days of receipt of lost-time indemnity claims and all reserves will be adjusted when medical information or investigation indicate the existing reserve is inadequate or excessive.
7. Contact claimants to obtain needed information, assure medical treatment, answer questions and encourage positive resolution.
8. Utilize a payment system in accordance with the County's fiscal policies, procedures and state requirements.

Maintain a current roster of physicians and/or medical specialists who provide initial treatment or specialty care. Arrange medical consultations as needed. 10. Forward all litigated workers' compensation claims to the County Attorney's Office (unless otherwise instructed by the County Attorney's Office). Sedgwick will provide all pertinent information necessary to accommodate scheduled hearings before the NC Industrial Commission.

11. Initiate subrogation proceedings to make reasonable administrative efforts to recover from third parties, benefits paid under this program for which they may be legally liable;

and cooperate with such legal counsel as may be designated in any legal action as may be necessary to affect such recovery. All initial lien letters shall be copied to Wake County Attorney's Office. These activities do not involve the use of a subrogation specialist.

12. Recommend specialized professional investigative services where needed.
13. Furnish statistical reports showing open and closed claims by location and a tabulation of all payments made and reserves set up for benefits and expenses because of occupational injuries sustained by employees.
14. File and report all necessary notices to the County's excess insurance carrier, provided that the County supplies Sedgwick with identity and policy information for such carrier. This includes initial notification in accordance with excess policy reporting requirements as well as quarterly updates and requests for indemnification. All reimbursements from the excess insurance carrier shall be made payable to County of Wake, Attention: Finance Department, PO Box 550, Raleigh, NC 27602 and shall not be deposited to the Sedgwick trust account for payment of claims.
15. As agreed, prior to compiling or filing any notices and reports required under the Workers' Compensation Statutes of the State of North Carolina, approval must be obtained by Wake County.
16. Allow County access as a subscriber at no additional charge to Sedgwick's Provider Network.
17. Provide the Medicare reporting services required by the Section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007 ("MMSEA") pursuant to the terms and conditions contained in the attached *Additional Service Addendum To Contract MMSEA Section 111 Reporting Services*.
18. Issue 1099 forms and related reports to the IRS for payments issued by Sedgwick during the term of this ~~Contract~~, including any extensions.