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EXL Landa Closes Health Plan Care Management "Family Gaps" with Platform Upgrade

Triggers, scheduling and reporting enhancements also part of CareRadius® 2.1

New York, NY / Chico, CA: December 10, 2013 - EXL (NASDAQ: EXLS), a leading business process solutions company, announced that its health technology group EXL Landa added key features to its CareRadius® care management platform targeting "family gaps in care" that can trouble health plan care managers. The new functionality, as well as enhanced scheduling and reporting, were part of EXL Landa's CareRadius® 2.1 release, which is now generally available.

"Family gaps" occur when care managers cannot simply and easily access an entire family's medical histories when discussing issues such as disease management, missed appointments or treatment requirements with members or physicians. This forces care managers to contact the family multiple times, increasing workloads, hindering care collaboration, reducing member satisfaction and impacting care. CareRadius® 2.1 uses real-time alerts to inform care managers of any issues within the family so they can be discussed right then, eliminating call backs, improving workflow efficiency and supporting healthier outcomes.

"EXL Landa continues to enhance its platform to ensure our clients can respond rapidly to the ever-changing healthcare environment," said Jay Dunlap, SVP and General Manager, EXL Landa. "EXL Landa deeply understands the challenges of care management, and we are uniquely positioned to support insurers and providers by combining our leading collaborative care management platform with EXL's more than 800 clinicians and 1,200 decision analytics professionals to improve member targeting, outreach and ultimately outcomes."

CareRadius® is a leading care management platform that integrates data from multiple sources in real time for better collaboration. It offers a holistic member view that automates identification, stratification and medical management for targeted, individualized interventions to improve health. Other key enhancements in CareRadius® 2.1 include:

Scheduling Support

The platform now integrates to Microsoft Outlook, which allows the care manager to more easily view member management activities, schedule recurrent appointments and coordinate care management and other activities.

Data Views

CareRadius® 2.1 includes new dashboards that aggregate key medical management data in real time in a more actionable format, reducing the need for custom reporting requests. EXL Landa tapped its managed care and clinical experts to design and develop these dashboards.

CareRadius® is a web-based application with a service oriented N-tier architecture that allows for large scalability. Its single-application desktop offers a holistic member view that automates identification, stratification and medical management for targeted, individualized interventions to improve health. CareRadius® drives efficiencies and optimizes costs, and the system is easily customized to meet the changing needs of healthcare.

About EXL

EXL (NASDAQ: EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, decision analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has more than 21,000 professionals in locations throughout the U.S., Europe and Asia. For more information, visit www.exlservice.com.