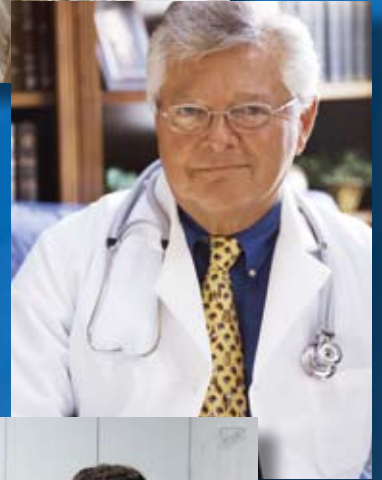


Professional and Allied Health Care Staffing Services



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HUMANA MILITARY[®]
HEALTHCARE SERVICES

The spirit of working together.

The Spirit of Working Together is more than just a statement at Humana Military Healthcare Services; it's an attitude and behavior that permeates our organization from the mission statement to the everyday service provided by our associates. The SPIRIT is embodied at Humana Military in Service, Pride, Integrity, Respect, Innovation and Trust.

We take pride in delivering world-class health care services to millions of military personnel and their families, and invite you to review our philosophies, customer testimonials and history to gain a better picture of how Humana Military continuously works to be the most trusted name in military health solutions.



Dave Baker
President and CEO

Maintaining Optimal Government and Commercial Services

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Federal Supply Schedule (FSS) 621 I Professional & Allied Health Care Staffing Services

Product Service Code Q
Contract #: V797P-7071a
Contract Period: 9/15/2006 - 9/14/2011

Medical Liability Insurance Limits:

SINs	Per Occurrence	Aggregate
Physicians	\$1 million	\$3 million
RNs, LPNs, CNAs, Surgical Technologists	\$3 million	\$5 million

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Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The internet address for GSA Advantage!™ is: <http://www.gsaadvantage.gov>. For more information on ordering from FSS click on the *FSS Schedules* button at <http://www.fss.gsa.gov/>.

www.humana-military.com

Available Professions

Anesthesiologist
Athletic Trainer
Certified Medical Assistant
Certified Pharmacy Technician
Certified Registered Nurse Anesthetist
Dental Assistant
Dental Hygienist
Dental Lab Tech
Dentist
Emergency Medicine - Trauma I
Family Practice Physician
Internal Medicine Physician
Licensed Practical Nurse/Licensed Vocational Nurse
Medical Technologist
Neurologist
Nurse Practitioner
Occupational Therapist
Optometrist
Pediatrician
Pharmacist
Physical Therapist
Physical Therapist Assistant
Physician Assistant
Psychiatrist
Psychologist
Radiologic Technologist
Radiologist
Registered Nurse - General
Registered Nurse - Specialized
Social Worker



The Humana Military Healthcare Services Advantage

Clinical Services Experience

Humana Military is uniquely qualified to perform placement services under the Federal Supply Schedule (FSS) contract because of our past and ongoing clinical services delivered to the government. We are prepared to offer our placement services to assist with the staffing needs of government agencies throughout the country.

Supply and Retention

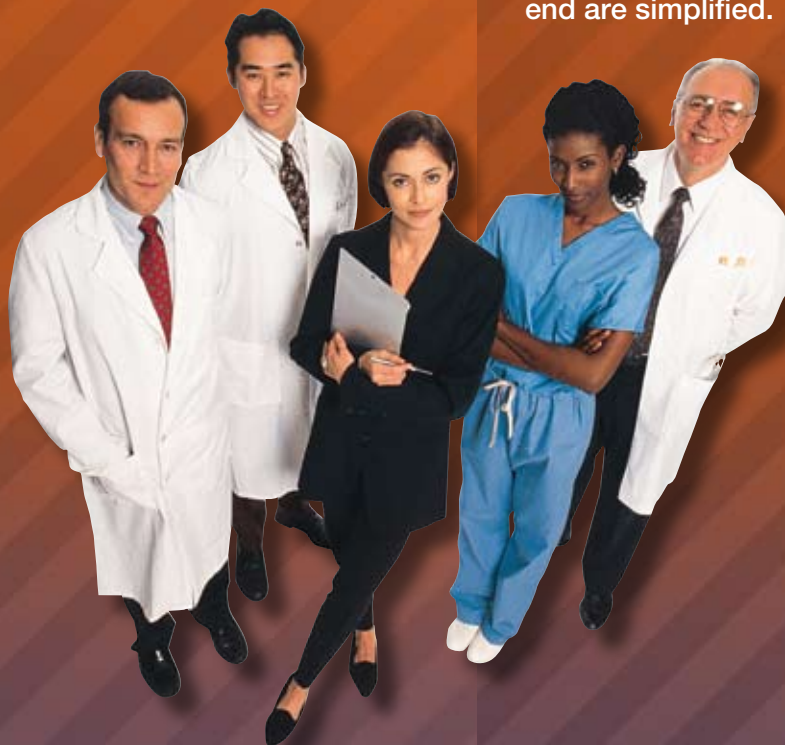
The Humana Military process and track record of supplying and retaining qualified health care candidates for our government customers tightly overlays the FSS. The Humana Military plan for retention is an intricate component of every recruitment effort. These two aspects of placing talented professionals are linked, in that successful recruiting necessitates higher than average retention rates.

Reliable Solutions

Humana Military has the experience, the people and the management systems in place to deliver and exceed the requirements for staffing national solutions. We feel strongly that no competitor is as well positioned to deliver on the performance requirements for providing reliable managed care and staffing solutions with as little risk as our background credentials and expertise demonstrate.

Recruiting for Retention

A critical aspect of our recruiting process enlists health care professionals with an eye to their staying power in the settings in which we place them. Retention is a primary value at the front-end of the recruitment process highlighting our emphasis on the stability of the Humana Military health care professionals we place and is a contributing factor in the quality of care. Recruitment is keyed to retention in our approach so that retention efforts on the back-end are simplified.



Recruiting Environment

Aggressive timelines often exist in the military medical recruiting environment. Humana Military is accustomed to a more predictive model requiring an emphasis on pre-positioned resources that we can tap into quickly.

Extensive Experience

Each Humana Military recruiting team has placed over a total of 240 physicians and medical support staff a year, dramatically outpacing the average for most civilian recruiting firms of 10 to 12 placements a year. The National Association of Physician Recruiters (NAPR) standard fill rate for medical placements stands at 72 percent while the Humana Military standard is a fill rate of 95 percent.

Quantitative Significance

The Humana Military quantitative measures are significant because there is a correspondingly impressive retention rate, which speaks to the quality of our placements. Humana Military gains these impressive results through the application of our proven recruiting process, the expertise of our teams of recruiters and the technology tools they use to order that process.

Proven Processes

Our experience placing health care professionals in the face of military readiness requirements makes Humana Military a nimble partner in augmenting any organization's medical team. With the issuance of a contract or task order, a seven-step procedure is set in motion for placing qualified health care candidates on-site for the duration of the contract. The seven steps are:



Practice profiling: A profile will identify goals, issues and operations of the hiring practice and specific work site. This facilitates the selection of candidates, allowing recruitment to focus on custom criteria.

Sourcing and procurement: This step of the recruitment process will locate and utilize the best sources for candidate pools, based on the position needed and the established practice profile.

Candidate selection: Applicants will be screened against required certifications, knowledge, skills and abilities, ensuring that all initial candidates will meet the minimum requirements of the position.

Initial screening: Candidates will undergo a thorough review and verification of credentials.

Opportunity review: Selected candidates will receive complete details on the position and practice in order for them to better assess their opportunity and confirm their desire to fill the position.

Site visit: A critical component to retention, the selected candidate will be brought into the practice to gain a better understanding for the practice and the position. Conversely, the practice will be able to assess the fit of the candidate and the potential for integrating the candidate into the existing work environment.

Closing offer: A written offer is extended to the selected candidate, formalizing the agreement.

Past Performance Highlights

Eglin Air Force Base

Our first major deployment contract was awarded in January, 2002 with Eglin Air Force Base (AFB). We were awarded a contract to fill 80 positions. These positions included Nurse Anesthetists, Anesthesiologists, Critical Care Nurses, Operating Room Nurses, Family Practice Physicians, Medical Assistants, Operating Room Techs, General Surgeons and Logistics Techs. Many of these positions were filled and fully credentialed within 30 days or less from the official contract award. In total, we filled 72 positions, many of which were retained as long term positions after the troops returned from their deployments. Humana Military's success with backfilling the deployments at Eglin AFB was just the beginning of a long and successful story. Humana Military supported the DoD through many deployments resulting from Operation Noble Eagle, Operation Enduring Freedom and Operation Iraqi Freedom.



Jacksonville Naval Hospital

In February of 2003, we were awarded another large deployment contract with Jacksonville Naval Hospital for 27 full time employees (FTEs) made up of a mixture of physicians, nurses, technicians, support staff, etc. One of the specialties requested was a critically needed Anesthesiologist, typically a difficult-to-recruit specialty.

Fort Benning

In March of 2003, we were awarded another deployment contract at Fort Benning. This Operating Room Backfill contract required 14 FTEs and one Family Practice Physician.

