

The Future of Horizon: Autumn 2009

Frequently Asked Questions

Question:

Will the same people continue to service our account?

Response:

Yes, we are committed to our current operations centers and the staff who have provided excellent service to date. Horizon anticipates no change in the people who will interface with your employees, associates, managers, and members.

Question:

Will Horizon be committed to the existing product strategy?

Response:

Yes, Horizon's future direction will continue to foster our integrated product strategy including:

- Telephonic counseling and coaching
- Management consultation
- Worklife services
- Health and productivity solutions
- Wellness programs
- Outcomes and impact driven reporting and analytics capabilities
- Enhanced client promotions, and more



Question:

How does Horizon's business and clients fit into the new entity?

Response:

Best of both worlds. First and foremost, to maintain Horizon client relationships; and secondly, to innovate and leverage the benefits of Aetna's scale in terms of tech support and innovation. The "stand alone" nature of Horizon's business line allows us to operate independently of the larger enterprise with little duplication of service.

Question:

Will the website for members, associates, and employees change?

Response:

We will always seek to build-upon and improve the current web-based offering over time. It is anticipated that the current member-facing website will be in place during the transition and for the foreseeable future.

Question:

How did this merger come about?

Response:

Under the current economic environment, our present parent company, Psychiatric Solutions, Inc., initiated the sale of Horizon Health primarily due to its interest in streamlining to its core business strategy and competencies. Another determining factor is the fact that Horizon is currently the third largest EAP provider in the U.S. and could garner peak market value. Aetna is the ideal partner for this transaction given their interest in being the premier EAP provider and saw an excellent strategic fit within its longer term plan. This acquisition clearly leverages Horizon as a strategic advantage that will fill gaps within the larger Aetna enterprise.

Question:

How does this benefit Horizon Health customers?

Response:

- Horizon's services and values are highly complementary to those offered by Aetna's behavioral health and EAP businesses. For example, should our EAP and Managed Behavioral Plan customers require expanded services, we will now have the ability to draw upon more complex product suites to address your requests and needs.
- Horizon's unique service model and technology will be bolstered by Aetna's industry-leading capabilities, resulting in improved customer service and an enhanced member experience. Aetna has announced their intention to leverage the best practices and staff assets of Horizon in order to augment its value proposition in the market place.
- Horizon's development of innovative behavioral health approaches will continue to increase with Aetna, by professional and academic relationships working to jointly address issues such as treating depression in the primary care setting, alcohol addiction and recovery, and Mental Health Parity.



More Questions?

Your Horizon Health Account Executive will be in contact with you in the coming week.

