

ADVOCARE NEWS



AdvoCare Inc.

**25001 Emery Rd.
Suite 300
Cleveland, OH 44128**

**Telephone:
800-659-4025**

**Fax:
216-514-1227**

**Email:
Info@Advocare-
inc.com**



**ACCREDITED
CASE MANAGEMENT**

Analysis: The Impact of MCO's in Ohio

It was 1997 when the Health Partnership Program (HPP) was founded through legislation agreed upon by employers, employees, the Bureau of Workers Compensation (BWC) and a wide range of medical providers. A change was needed from the way Workers' Compensation was being handled. Key stakeholders agreed that costs were out of control, services were slow to implement and injured workers were off work far too long.

Managed Care Organizations (MCOs) were born and entrusted with the task of reducing disability days, providing better, faster service to injured workers and effectively controlling costs.

In an independent study conducted by The Kilbourne Company, the last 10 years were studied to see what impact the HPP and the creation of the MCO system has had, on Workers' Compensation. What they found was that the MCO model has had significant impact.

- \$443 million in net savings
- Injured workers are returning to work sooner and safer
- 77% improvement in injury reporting lag time
- Approval decisions on injured worker claims processed 61% faster
- 53% faster turn around of medical provider bills
- 35% reduction in the frequency of claims

Substantial positive satisfaction rating by both employers and employees.

The overall impact: employers have embraced the new MCO model and have been reaping the rewards ever since in the form of greatly reduced costs and improved service to them and their employees.

In an effort to continue to improve Workers' Compensation processes and impact, AdvoCare has launched the First Annual Workers Comp Employer Survey. To participate and share your thoughts, go to <http://www.advocare-inc.com/survey.htm>

For additional information about MCO's and their impact in Ohio contact: Karen Agnich – President of AdvoCare Incorporated at 25001 Emery Road, Suite 300, Cleveland, OH 44128. Phone: 216-514-1451 x 202

Meet the AdvoCare Nursing Staff

As our valued client we thought you would enjoy meeting the AdvoCare nursing staff professionals with an average experience of 20+ years of nursing expertise. These nurses work with your injured employees within approved medical protocols to get them back to work and back to health fast.



Rochelle Garrett, RN, BSN, CCM
Director, Medical Management



Kathleen Cuthill, RN, BSN
Case Manager, Supervisor



Margo Bostrom, RN, CCM
Case Manager



Kathleen Crippen, RN, CCM
Case Manager



Suellen Gross, RN
Case Manager



Lenora Leickly, RN, COHN-S/CM
Case Manager



Lauren Merkys, RN, BSN CCM
Case Manager



Christine Pearson, RN
Case Manager



Cheri Pira, RN, BSN, CCM
Case Manager



Hilturd Walker, RN
Case Manager

Introduction of New Customer Service Manager



We are pleased to introduce our new Customer Service Manager, Nicole Reel.

Nicole has been with AdvoCare for over 6 years and is knowledgeable on all aspects of workers' compensation and customer service. We are confident she will be of great assistance to you. Nicole will review current claim activity with your company and also discuss different options that benefit not only your workers' compensation premiums, but your bottom line.

You may have already had the pleasure of meeting with Nicole. If not, please do not hesitate to contact her to set up either a visit or a conference call. You can reach Nicole at (800) 805-8599 ext. 265 if you have any questions. Also, please contact Nicole if you would like to set up a meeting immediately. She can be reached by phone, or via e-mail at NicoleR@advocare-inc.com.

Ohio Bureau of Workers' Compensation (BWC) Update

As open enrollment for workers' compensation MCO (managed care organization) selection nears in May, it is important that you are up to date on recent changes announced by the Ohio BWC. As part of our commitment to keep you informed, and because you are a valued client of AdvoCare, we are reaching out so that you have a full understanding of these developments as they may impact your workers' comp planning.

Ohio BWC Changes that may affect your business:

- Group rating discount maximums have been reduced from .90 to .85 effective 2008
- Safety grants program suspended until further notice
- Drug free workplace grants suspended
- BWC Safety Council discounts reduced from 4% to 2%
- Administrative changes to \$15,000 for Medical Only program

How can you get a handle on your workers' comp program in light of this going forward?

If your program is running smoothly and recent changes do not involve your program's performance, please be assured that AdvoCare will continue to offer prompt, efficient handling of your claims and compassionate care to your injured workers.

However, if workers' comp changes or developments in your workplace with injured workers are of concern to you, please call us now at 800-805-8599 before the time crunch of May MCO Open Enrollment so that we can discuss your unique situation and offer solutions to meet your needs. Our Customer Service team will work with you or direct you to our consultants for further discussion as needed.

AdvoCare cares about you, your employees and your success!

Open Enrollment is Coming!



Just a reminder: since you are already an AdvoCare client, your workers' comp MCO service will continue without interruption beyond the May marketing month.

YOU DO NOT NEED TO SIGN ANYTHING TO CONTINUE THIS SERVICE.

We remain committed to your successful workers' comp program and look forward to continuing our service to you in the years to come.

AdvoCare, Inc
25001 Emery Rd. Ste. 300
Cleveland, Ohio 44128