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Outcomes-Based Networks Provide an Opportunity for Insurance Carriers

Coventry Workers' Comp Services Program Has Been Expanded to Chartis

Franklin, TN – November 30, 2009 – Coventry Workers' Comp Services (CWCS), a division of Coventry Health Care, Inc., is providing insurance carriers the opportunity to offer their clients a more selective and focused workers' compensation managed care option through its Outcomes- Based Network. Chartis, a world-leading property-casualty and general insurance organization, is one such carrier taking advantage of this "next generation" product in early 2010.

"For clients such as Chartis, who are looking to refine their approach that will further impact the total claim outcome, the Outcomes-Based Network is the solution," said Bruce Singleton, CWCS senior vice president, network management.

CWCS has been working on its Outcomes-Based Network product for well over 18 months. The Outcomes-Based Network development followed historical CWCS products such as EPP (Exclusive Provider Program) and its state certified networks, in states like California, Florida and Texas pursuant to state requirements. The Outcomes-Based Network program, unlike those products, focuses on both medical and indemnity outcomes.

"Historically it has been difficult for CWCS to get indemnity data. As a result, the overall case outcome for injured workers was based on medical data only. We felt strongly that any product development we pursued had to contemplate the outcomes from a medical and indemnity perspective." stated Singleton, "If there is one thing that makes this product unique, it is the analytical methodology behind the product development. The total outcomes achieved are of significant importance."

CWCS plans to roll out the Outcomes-Based Network initially in the state of Florida and it will expand into other markets later in 2010. "We are excited to offer this program to our clients and demonstrate that the providers who meet specific measurement criteria can impact the injured worker's outcome." stated Don Hurter, senior vice president, medical management services at Chartis.

About Coventry Workers' Comp Services

Coventry Workers' Comp Services, a division of Coventry Health Care, Inc., is the leading provider of cost and care management solutions for property and casualty insurance carriers, (workers' compensation and auto insurers), third-party administrators and self-insured employers. We design best-in-class products and services to help our partners restore the health and productivity of injured workers and insureds as quickly and as cost effectively as possible. We accomplish this by developing and maintaining consultative, trusting partnerships with our clients and stakeholders, built on a foundation of innovative and customized solutions that support the claims management process. Go to www.coventrywcs.com for more information.

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