

## FREQUENTLY ASKED QUESTIONS

# CompManagement Health Systems is now Sedgwick MCO

### **Will my service team change?**

**No.** You will continue to work with the same Nurse Case Manager, Case Examiner, and Account Executive. Combining CompManagement and CareWorks to form **Sedgwick MCO** brings deeper resources and experience to our clients. But the trusted relationships that have developed over many years are essential to our service delivery.

### **Will my claims be managed the same way?**

**Yes.** Our teams have spent the past 16 months studying the systems and best practices of Ohio's two largest MCOs, and have incorporated the best aspects from each organization. We will continue to focus on early return-to-work and cost-effective claim resolution, and we anticipate outstanding outcomes for our clients and injured workers.

### **Do I need new printed materials or contact information?**

All contact information you currently use for CompManagement remains the same. Printed materials, injury packets, and MCO ID cards that indicate CompManagement can still be utilized to report new claims. Updated materials will be available through your Account Executive, but you can continue to use materials and information you already have on-hand.

### **Can I expect the same level of customer service with such a large MCO?**

**Yes.** CompManagement Health Systems and CareWorks were already the two largest MCOs in Ohio, due primarily to our emphasis on relationships and customer service. You can expect the people you have come to trust with your workers' compensation program to continue to prioritize the needs of you, your organization, and your injured employees. With no changes to your team, you should find service delivery to be seamless.

### **How does this change impact my third party administrator (TPA)?**

Sedgwick MCO will continue to collaborate with you, your TPA, your injured employees, medical providers, and BWC as we always have. This will cause no change in the working dynamics between the parties involved.

### **Who is Sedgwick?**

Sedgwick is a leading global provider of technology-enabled business solutions that include property, casualty and integrated risk services and benefits administration. Sedgwick acquired CompManagement in 2006 and CareWorks in 2019, and has continued to deliver value and resources to our clients operating within a unique workers' compensation system. Sedgwick has invested heavily in our Ohio clients – over 2,000 Sedgwick colleagues are here in Ohio.