

proven **performance** exceptional **results**

17
consecutive
years

outstanding
return-to-work
performance

nearly
\$16M

saved for clients
through medical bill
reductions³



over
\$1M

saved in
prescription
costs for
clients¹

33.7%
better

outperforming
the state average
for voc rehab
return-to-work²

comp**management**
health systems

“A true partner”

“We can always count
on their expertise”

“An extremely
helpful resource”

“A very strong
support team”

about CHS

CompManagement Health Systems (CHS), a Sedgwick company, is a leading provider of workers' compensation managed care services for Ohio employers. Our team is dedicated to providing seamless solutions to help injured employees recover and return to work, and to help employers control expenses and reduce lost workdays.

Our clients depend on us to handle the complex medical issues involved in workers' compensation claims. As their guide, we are dedicated to simplifying the managed care process. When a workplace injury occurs, we work hard to ensure the medical aspects of each claim are organized and we develop a clear, customized plan designed to help the injured employee return to work quickly and safely. CHS has approximately 30,000 active clients including employers of all sizes operating in various industries across the state. We help them reduce lost time and medical costs – and ultimately gain more control over their premiums.

“CHS representatives ...ensure that our workers' compensation concerns are addressed effectively and efficiently.”

– SAM GIFFORD,
ROCKY RIVER CITY SCHOOLS

30,000
active clients



“The great thing about working with CHS is that their service is prompt, professional, and the expertise of the support staff is exceptional.”

– SHERRY ABBOTT,
CENTRAL OHIO TECHNICAL COLLEGE

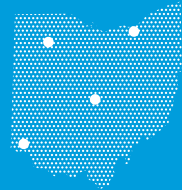
about CHS

We began serving clients through our headquarters in Columbus in 1997, and later added locations in Cincinnati, Cleveland, and Toledo. Our team offers over 650 years of combined experience in nurse case management and utilization management. With four offices and more than 220 colleagues, we have the expertise and resources available where our clients need us, and our reach ensures we know their communities and providers.

The CHS team is committed to delivering the best possible services and it shows – our return-to-work performance consistently exceeds the statewide average and we perform well in many other key areas, such as First Report of Injury turnaround time, vocational rehabilitation, and drug utilization review. The following pages offer additional information about our performance and the key services that drive results for our clients.

over
650 years
of combined experience

4
offices



over **220**
colleagues

return-to-work **performance**

Since CHS began serving Ohio employers 17 years ago, we have achieved outstanding return-to-work results. No matter how or when you measure it, CHS is consistently a top-tier performer.

In fact, among the four largest Ohio MCOs, CHS has the highest average Measurement of Disability (MoD) score – the latest metric from the Ohio Bureau of Workers' Compensation (BWC) for evaluating an MCO's return-to-work performance.⁴

The largest single factor that impacts claim costs and drives workers' compensation premiums is lost days

At CHS, getting your employees back to work quickly and safely, while reducing premiums, continues to be our number one objective.

17
consecutive
years

of outstanding return-to-work performance

“They really help us to manage claims and return our employees to work as soon as possible.”

– EMILY M. CHRISTIAN,
CITY OF RIVERSIDE

“Their support has helped us to keep our lost time and medical costs under control while getting our injured workers the attention and medical needs that they require.”

– MIKE WHITE,
MARYSVILLE EXEMPTED
VILLAGE SCHOOLS

enhanced **clinical oversight**

CHS goes beyond the task-driven requirements for Ohio managed care organizations.

Our clinical model for medical management

- Drives high-quality, efficient care for injured employees
- Removes barriers to recovery
- Facilitates early return-to-work

Medical provider engagement

- Our clinical team routinely contacts treating physicians to negotiate more reasonably related treatments to enhance recovery, reduce delays, and mitigate risk
- We help develop preferred provider networks and partnerships to meet employers' needs
- Our interaction with physicians ensures they have a greater awareness of each employer's policies and return-to-work capabilities, and keeps them focused on the recovery process

The results of our approach are tangible and visible. We provide custom reports that track activity and provide analytical comparisons of key data points that serve as the foundation for predictive modeling.



Dr. David Kessler

CHS MEDICAL
DIRECTOR

- Serves as a full-time, on-site resource for medical management
- Provides ongoing insight on clinical matters
- Offers personal involvement in complex cases
- Oversees our clinical negotiations
- Reviews possible excessive/unsuitable treatments

“My team at CHS is very knowledgeable and their case management is excellent.”

— DONNA BEGLEY,
BUCKINGHAM COAL COMPANY

early **intervention**

The earlier an injury is documented and filed as a new claim, the sooner the resources for managing the claim can become involved. The key to this process is the employer's ability to respond quickly and effectively to a workplace injury. CHS works closely with our client employers to develop a sound post-injury management process. We provide resources for documentation and investigation, and arrange convenient options for filing new injury reports.

Ultimately, our goal is to reduce the time away from work due to an injury. This lowers claim costs, reduces operational challenges, and benefits our clients and their employees. Preparation, organization, and early medical intervention are key elements in accomplishing this goal.

"CHS is always immediately involved with our claims."

— DRAKE PROUTY,
SIDWELL MATERIALS

"The immediate response of CHS has been a big reason that almost all of our claims stay medical only."

— SUZANNE FINKEL,
UNI-FACS STEEL WORKS, LLC

vocational **rehabilitation**

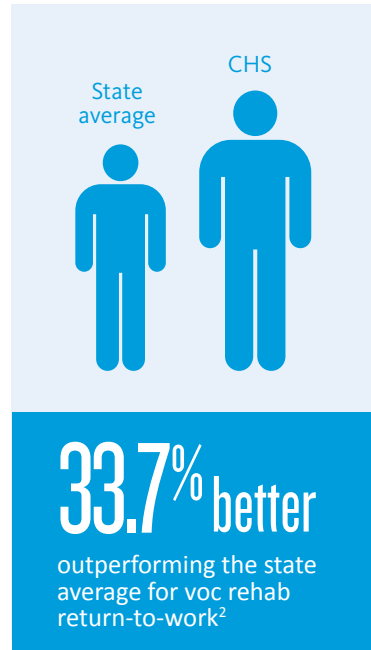
Vocational rehabilitation (voc rehab) is a key tool used to resolve complicated claims. It includes developing a specific return-to-work plan that provides additional case management and therapy resources to help injured employees reach their goals.

MCOs identify *good candidates* for voc rehab and initiate the referral process

- We take great care when selecting the injured employees who are truly ready for the rigors of a voc rehab plan and most likely to achieve a successful return-to-work
- Placing an employee in voc rehab before they are ready can often set the claim back months, and result in additional costs, lost time, and frustration

Producing results for clients through voc rehab

- CHS is an industry leader in achieving return-to-work results through voc rehab
- Our business model plays a major role in our success – we do not own a voc rehab company, but rather refer injuries to case managers who produce the best results for our clients regardless of their affiliation



medical **cost control**

Prescription medication

CHS takes an aggressive approach toward prescription costs with a drug utilization review (DUR) system designed to improve the health and recovery for the injured employee, and lower medical costs. Our DUR services are focused on:

- Ensuring that medications involved in a claim are truly appropriate and address the allowed conditions
- Eliminating unrelated or excessive prescriptions
- Submitting sound and well-researched DUR requests – each one is reviewed by our physician panel to ensure we facilitate the best possible outcome

Through January 2014, the CHS team secured over \$1M in medical savings for our clients by closely monitoring prescription costs.¹

Medical bill reductions

All MCOs re-price medical bills to meet BWC fee schedule levels. CHS goes beyond the BWC fee schedule to deliver additional savings through:

- PPO network reductions
- Clinical edits on specific billed procedures
- Direct negotiations with providers on duration of treatment

As of March 2014, CHS' state-of-the-art bill review and re-pricing software package reduced medical costs for our clients by 15.5% beyond BWC's fee schedule – an annual savings of nearly \$16M.³

“They have the most aggressive prescription drug review/monitoring practices I have ever witnessed. A recent prescription review conducted by CHS will save my agency thousands of dollars on claims/premiums.”

– STEPHANIE KELLUM,
TOWARD INDEPENDENCE

employer **reporting**

CHS collects and catalogs a tremendous volume of data on each client's workers' compensation claim activity. We provide clients with a wide variety of standard reports that offer a wealth of information to help them respond to compliance requests and meet business requirements. The CHS team can also develop customized reports to accommodate specific client needs. Our standard reports cover:

- Trending
- Claim counts
- Medical savings
- Stewardship
- Lost days
- Claims activity including high acuity claims
- Prescriptions
- Top five ICD-9 codes
- Provider activities

"They are great at asking what we need and then delivering."

– JULIE BAKER,
FINDLAY SCHOOLS AND
LIBERTY-BENTON SCHOOLS

"I always get a response promptly."

– STACEY CANTRELL,
TIRE CENTERS

“A great MCO
to partner with”

“Saves you
precious time”

“Client services
at CHS are great”

“Better off now
than with our
previous MCO”

¹ Estimated savings through CHS' drug utilization review process as of 01/31/2014

² MCO weekly summary data showing 2013 final results issued by BWC January 2014

³ CHS Medical Savings Report, 03/11/2014, covering all bills paid in 2013

⁴ BWC quarterly data 01/01/2012 – 09/30/2013

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compmanagement
health systems