

CareWorks

Corporate Headquarters

5555 Glendon Court
Dublin, Ohio 43016

Cleveland Office

6000 Lombardo Center, Suite 515
Cleveland, Ohio 44131

Mailing Address

P.O. Box 182726
Columbus, Ohio 43218-2726

1-888-627-7586

www.careworksmco.com

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CareWorks

PROGRESS REPORT 2016

CareWorks | 1-888-627-7586 | cwcomm@careworks.com | www.careworksmco.com

A MESSAGE FROM OUR PRESIDENT & CHIEF OPERATING OFFICER

Dear CareWorks Customer,

Thank you for continuing to select CareWorks as your Ohio managed care organization (MCO) for workers' compensation. **We value your business and want you to remain a CareWorks customer during this year's MCO Open Enrollment, being held from May 2 through May 27, 2016.**

We are pleased to present our 2016 Progress Report. As the charts inside illustrate, CareWorks continues to excel in return to work performance, a critical area where our medical management services can directly impact costs to your business and the health and recovery of your injured employees.



Dennis J. Duchene
President and
Chief Operating Officer
dennis.duchene@careworks.com

**CareWorks has been the most selected MCO
for Ohio employers for the past 18 years.¹**

¹ | Source: BWC MCO Report Card data 1998-2015.

CareWorks leads all other Ohio MCOs in the following key areas of MCO service.

- **Experience** | Medically managed more allowed claims filed in 2015 than any other MCO.²
- **Return to Work** | Returned more injured workers back to work than any other MCO in 2015.²
- **Data Accuracy** | Highest Bill Payment Data Accuracy of all MCOs for 4th quarter 2015.³
- **Injury Reporting** | Fastest First Report of Injury Turnaround of all MCOs in 2015.⁴

Staying enrolled with CareWorks is an important decision for your business. Current CareWorks customers need not do anything during this year's MCO Open Enrollment; you will be automatically re-enrolled with CareWorks.

In today's challenging economy, your continued choice of CareWorks can help you manage your workplace injury claim costs and help control your future BWC premiums. We value your confidence in us. **Please call us at 1-888-627-7586 or visit www.careworksmco.com if you have any questions about our services or the 2016 MCO Open Enrollment.**

Sincerely,

THANK YOU!

From all of us at CareWorks, thank you for trusting us as your Ohio workers' compensation medical management and return-to-work partner. We value your partnership with us and consistently work to provide you with industry-leading performance and personalized customer service.

**ALL OF YOUR SUPPORT OVER
THE YEARS HAS HELPED US
BECOME OHIO'S MOST
SELECTED MCO¹!**

**Current CareWorks customers need not do anything
during the May 2016 MCO Open Enrollment.**

**YOU WILL BE AUTOMATICALLY
RE-ENROLLED WITH CAREWORKS.**



QUALITY & PERFORMANCE WHERE IT MATTERS MOST

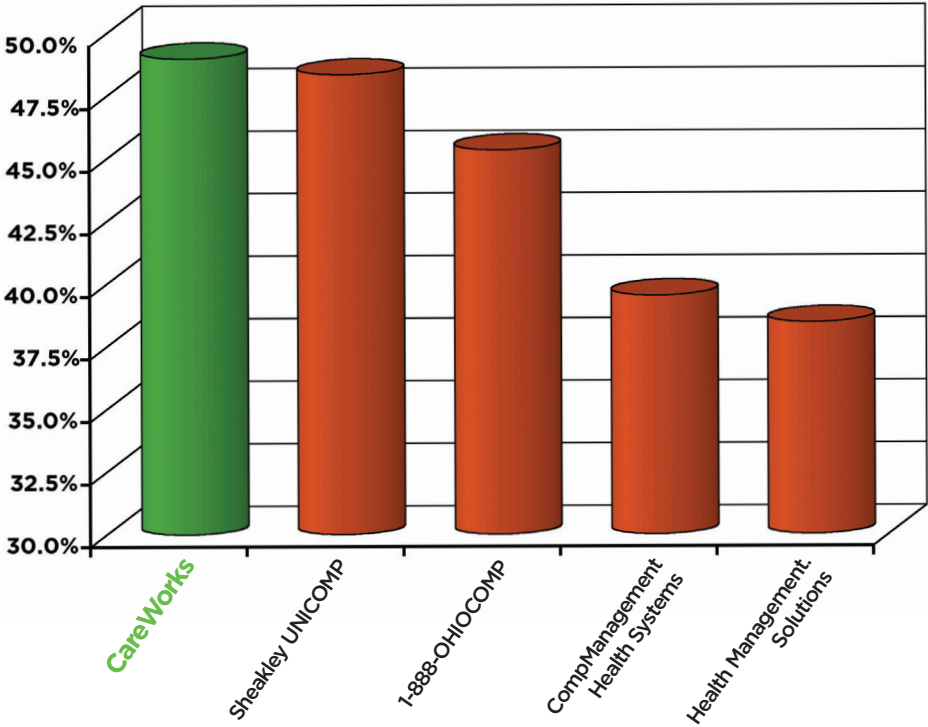
RETURN TO WORK

You are already enrolled with the MCO that helped more injured Ohio workers with an allowed lost time claim in 2015 return to work in 2015 of the five largest MCOs.² This is a critical area where CareWorks can help lower costs to your business and improve productivity. Our consistent performance in bill processing and injury reporting should only reinforce your choice to stay with CareWorks.

² | Source: BWC Public Information Request received February 12, 2016, (#SP16_00336). Total number of allowed claims filed from January 1, 2015, through December 31, 2015, and with an actual full duty return to work between January 1, 2015, and December 31, 2015. Five largest MCOs based on customer premium, BWC MCO Summary Report Dated 1/3/16.

Percentage of Allowed 2015 Lost Time Claims With an Actual Full Duty Return Work in 2015 of the Five Largest MCOs²

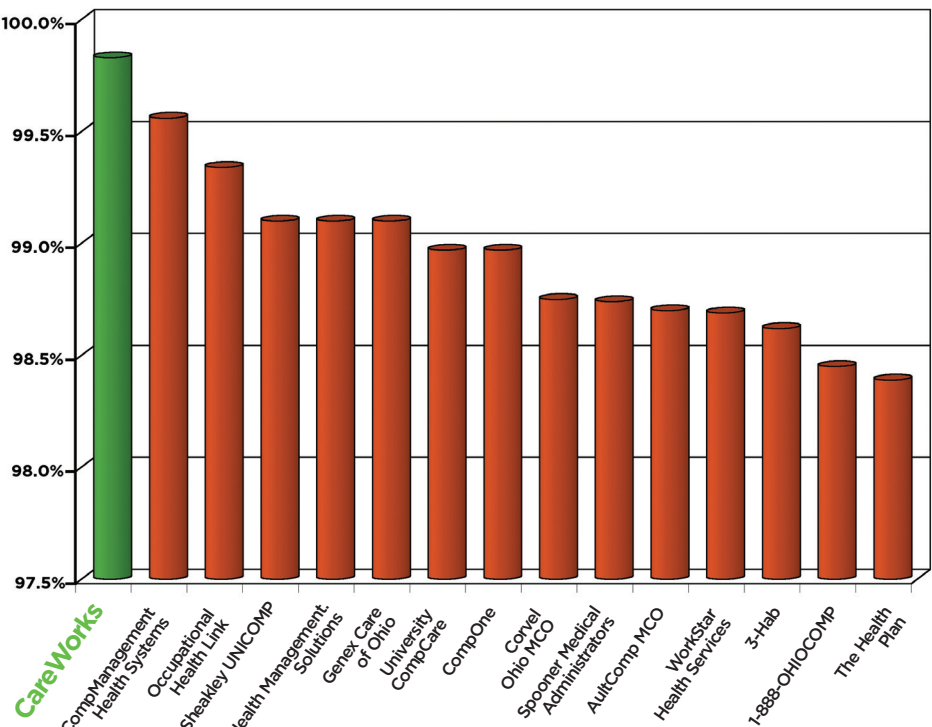
RETURN TO WORK PERCENTAGE



² | Allowed lost time claims filed from January 1, 2015, through December 31, 2015, and with an actual full duty return to work between January 1, 2015, and December 31, 2015. Five largest MCOs based on customer premium, BWC MCO Summary Report Dated 1/3/16.

Highest 4th Quarter 2015 Accuracy Percentage for Medical Bill Data Transmissions to BWC of all MCOs³

ACCURACY PERCENTAGE

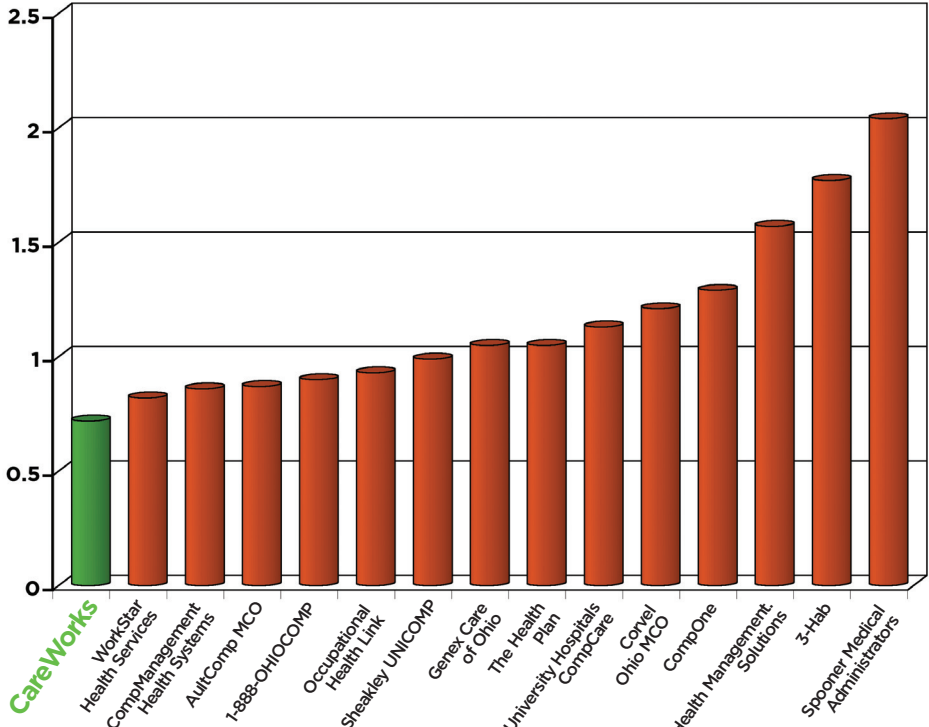


³ | BWC MCO Summary Report Dated 1/3/16, showing 837 Data Accuracy from October 5, 2015, through January 3, 2016.

INJURY REPORTING

Fastest First Report of Injury (FROI) Reporting Turnaround of all MCOs for 2015⁴

DAYS



⁴ | BWC 2016 MCO Report Card.