

# Coventry's Case Managers Receive an A "report card" from our Largest FCM Customer



| Area  | Average 2008 |
|---|--------------|
| Recommendations completed during report periods | 96.23%       |
| RTW in Progress Report                          | 97.44%       |
| Tx Plan Outlined                                | 98.85%       |
| Diag & Tx Compared to Protocols                 | 95.37%       |
| Ongoing Tx Compared to Protocols                | 91.80%       |
| CAT case procedures followed (24 hrs)           | 96.93%       |
| Voc Strength & weaknesses id'd                  | 90.58%       |
| Document RTW capabilities                       | 97.58%       |
| Case Closed at Trigger                          | 98.27%       |
| Total Weighed Average                           | 95.5%        |
| Total Simple Average                            | 94.5%        |