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Coventry Connect 2.0 Enhances Client Experience

Franklin, TN – August 16, 2010 – Coventry Workers' Comp Services, a division of Coventry Health Care, Inc., announces the release of Coventry Connect 2.0. This release of the client portal offers an expansion of features across product lines and an improved user experience through an extensive design overhaul.

When Coventry Connect 1.0 was launched in 2006, it served mainly as an application bill review clients could use to perform tasks related to bill indexing and bill management. Since that time, the level of functionality and real-time information sought by clients has continued to expand. Coventry Connect 2.0 extends client access to include pharmacy benefit management, DME, utilization review, telephonic case management, field case management and IME products. The new release also incorporates usability best practices into a contemporary, intuitive user interface that provides a consolidated view of claim-level activity across product lines. As with earlier versions, web services technology is utilized to enable real-time access to key business information within each of these product lines.

Coventry Connect 2.0 is the result of an intense evaluation of the existing client portal and our clients' business needs. Information gathered during client interviews was compared with survey results to identify the solutions and features that would bring the most value to our clients. A top priority was to redesign the user interface for improved usability, efficiency and effectiveness. In recognition of varied business needs among clients, flexibility was another priority that drove feature and design decisions. Examples of new features and capabilities introduced in version 2.0 include a dashboard style home page, user preferences for list display options, enhanced tools for searching and filtering, and improved ease of navigation throughout the application.

“Our client assessment gave us the ability to identify what enhancements would help simplify the demands being made on the claims adjuster” said Judy Webb-Fisher, vice president, decision support. “Based on initial feedback, we feel confident that this release provides improved usability and greater depth and breadth of information to aid in adjuster decision making.”

Coventry Connect 2.0 is the foundation upon which Coventry Workers' Comp Services plans to implement future enhancements aimed at continuous improvement of our clients' service experience. Future enhancements will increase proactive communication of valuable business information and will provide access to new product offerings for the workers' compensation marketplace.

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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