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Coventry Named a Finalist for 2011 URAC Award for Best Practices in Health Care Consumer Empowerment and Protection

Franklin, TN–May 19, 2011 –Coventry Workers' Comp Services was recently selected as one of 20 finalists for the 2011 URAC Awards for Best Practices in Health Care Consumer Empowerment and Protection. URAC, the nation's leading health care accreditation organization, will honor the finalists during URAC's 12th Annual Quality Summit, October 4-6, 2011 in Chicago, Illinois.

Coventry's program was selected by a distinguished panel of judges out of entries from across the nation. Finalists are invited to present their winning programs at the Annual Quality Summit which will showcase best practices in two categories: consumer decision-making and consumer health improvement.

Coventry's Narcotics Management program manages workers' comp cases involving unusual prescription patterns, frequent emergency room visits, and other behaviors that could contribute to potential narcotic addiction. Specially trained field case managers provide analysis and face-to-face intervention as well as evaluate the Drug Utilization Assessments and/or Prescription Peer-to-Peer Review completed by First Script pharmacists and physicians. Work history and drug-seeking behaviors are evaluated in order to recommend addiction preventative measures when possible.

"We are delighted to be the only workers' compensation company recognized as a finalist," stated Leigh Anne Foster, director clinical training. "Coventry's Narcotics Management program is a one-of-a-kind integration of case management and pharmacy benefit management expertise to manage narcotic use from the earliest possible moment."

"URAC's Annual Quality Summit provides a unique opportunity for leaders in health care to learn what premier companies are doing to advance consumer empowerment and protection," said Alan P. Spielman, President and CEO of URAC. "We are proud to honor Coventry's program. By sharing these best practices, we can work to inspire the industry as a whole to adopt proven practices that advance patient safety and empower consumers."

All finalists are invited to attend the awards ceremony during the conference, when they will discover how they will be distinguished as award winners. Gold, Silver, Bronze and Honorable Mention Award winners in each of the six organization categories will be announced at the dinner. Platinum Award winners will also be announced, in two categories.

For complete conference details and to register for URAC's 12th Annual Quality Summit, October 4-6, 2011 in Chicago, IL, go to <http://www.urac.org/12thAnnualSummit/12thAnnualSummit.asp>.

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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