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DEFRANSISCO AWARDED URAC'S HEALTH CARE STARS! AWARD

Franklin, TN –October 19, 2011 –Pat DeFransisco, a member of Coventry Workers' Comp Services' field case management team, along with two other nominees, were recently awarded URAC's Health Care Stars! Award. This award is presented to individuals in the health care industry that demonstrate a commitment to the welfare of health care consumers through saving and improving lives, preventing adverse health outcomes, and other positive changes. The award was presented at URAC's 2011 Annual Quality Summit & Awards Program on October 4-6, 2011.

DeFransisco is the product manager for Coventry's Catastrophic Case Management Program, which addresses the needs of catastrophically injured individuals with specially trained on-call professional nurse case managers who can provide immediate intervention.

"Pat truly deserves this recognition," stated Karen Morris, vice president of operations. "She strives to ensure that the injured workers and their families have the support they need. She works closely with our customers and their insureds to keep them informed. Pat makes a difference on every claim that she touches, and we are very proud to have her on the Coventry field case management team."

DeFransisco is a Registered Nurse with 35 years of experience in a variety of clinical settings. She has been a Coventry employee for 16 years.

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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