



FOR IMMEDIATE RELEASE

**ARJA TORNI JOINS M HAYES
AS QUALITY ASSURANCE MANAGER**

Hunt Valley, Maryland – August 16, 2010: M Hayes on Monday announced that Arja Torni has joined the company as Quality Assurance Manager.

Torni joins M Hayes with 20 years of management experience in Quality Assurance roles with national case management companies. Her work background includes senior positions with Coventry Workers' Compensation Services and its legacy companies Concentra, United Healthcare, NHR, MetraComp, and Travelers. She possesses extensive experience in quality assurance training, product development and operations.

Torni is responsible for managing M Hayes' Quality Assurance division including quality training for all professional staff. Her work involves continued systems development of QualTrak, a proprietary rules based QA program. Her charge will be to continue to improve M Hayes outcomes through data analytics and predictive modeling.

M Hayes is a leading managed care company, providing nationwide services to insurance companies, third party administrators, and self-insured entities. We are known for our innovativeness and for being meaningfully different: that brings best solutions for our clients. We deliver telephonic and field medical case management, including catastrophic and bilingual, utilization review, vocational case management, interpretation and translation, life care planning, and litigation management services to over 250 clients that represent predominately workers' compensation insurance risk.

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