



FOR IMMEDIATE RELEASE

M HAYES RECEIVES URAC RE- ACCREDITITATION

Hunt Valley, Maryland – November 18, 2010: M Hayes announced that it has been awarded Case Management Accreditation from URAC, a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry. URAC's Case Management Accreditation standards require companies to establish a process to assess, plan and implement case management interventions.

“M Hayes is honored to receive Case Management 4.0 Accreditation from URAC,” said **Melinda Hayes**, president and CEO of M Hayes. “We are very pleased to be recognized in the industry for providing outstanding services. Such a distinction also underscores the quality of our work with customers, patients, clients, payers and providers by demonstrating compliance with national standards for case management services.”

“By applying for and receiving URAC accreditation, M Hayes has demonstrated a commitment to quality health care,” said Alan P. Spielman, URAC president and CEO. “Quality health care is crucial to our nation’s welfare and it is important to have organizations that are willing to measure themselves against national standards and undergo rigorous evaluation by an independent accrediting body.”

About URAC

URAC, an independent, nonprofit organization is a leader in promoting health care quality through accreditation and certification programs. URAC's standards keep pace with the rapid changes in the health care system, and provide a mark of distinction for health care organizations to demonstrate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in setting meaningful standards for the health care industry. For more information, visit www.urac.org.

About M Hayes

M Hayes is a leading managed care company, providing nationwide services to insurance companies, third party administrators, and self-insured entities. 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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