

FOR IMMEDIATE RELEASE

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**SPANISH LANGUAGE SERVICE
OVERSIGHT REDUCES
WORKERS' COMPENSATION
COSTS**

**M Hayes Launches Spanish
Language Service Center**

Timonium, Maryland – July 1, 2008: Due to misapplication of interpretation and case management services on Spanish cases, M Hayes developed a SLS Center customized for the workers' compensation industry. And while many interpretation companies provide varied services such as transportation, M Hayes stands alone in offering a cost containing approach to the Spanish claim, ensuring that the right service is selected for the claim need.

A dedicated Interpretation Coordinator completes all coordination of the interpretation event to ensure success. This entails communicating via both written and spoken word all pertinent detailed information with the appropriate parties, i.e., the account, the injured worker, the service provider and the case manager, if applicable.

Additionally, our interpreters are certified through respected organizations such as AHEC (Area Health Education Center) as well as through our internal proprietary medical interpretation training program, a 40 hour curriculum covering the fundamentals of interpretation with emphasis on health care and workers' compensation.

Moreover, although the majority of referrals for Limited English Proficiency case management needs are Spanish, M Hayes can offer scheduled interpretation services via telephone or field in over 170 other languages nationwide.

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 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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