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M HAYES RECEIVES URAC CASE MANAGEMENT ACCREDITATION

Timonium, Maryland – M Hayes announced today 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 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, payors, and providers by demonstrating compliance with national standards for case management services.”

M Hayes is a leading managed care company, providing nationwide services to insurance companies, self-insured and governmental entities. We deliver telephonic and field case medical case management, vocational case management, Spanish language services, Medicare set asides, life care planning, and litigation management services to over 331 clients.

It is our mission and our core values that create a company culture dedicated to achieving best outcomes for those individuals we serve, our employees, and our customers. Our integrity, our standards of excellence, and our team of highly credentialed case managers bring best solutions for our clients.

“By applying for and receiving URAC Case Management Accreditation, M Hayes has demonstrated a commitment to quality health care,” said Charles Stellar, URAC Board Chair. “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.”

URAC's Case Management Accreditation standards address approaches to ensuring appropriate patient protections have been established, such as policies for confidentiality of patient information, informed consent, dispute resolution and other issues. The standards cover staff structure and qualifications, quality improvement, information management, oversight of delegated functions, ethics, complaints, and the case management process.

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.

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