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M HAYES APPLYING FOR URAC CASE MANAGEMENT ACCREDITATION

Timonium, Maryland – M Hayes announced today that it is applying for case management accreditation from URAC, a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry.

Melinda Hayes, president and chief executive officer, said, “M Hayes was founded on a basic principle of providing the best outcomes to our customers through best in class quality services. Our decision to pursue and obtain URAC case management accreditation is evidence of our commitment to quality services.

It is our core values that create a company culture dedicated to achieving the best outcomes for our customers. Utilizing a dedicated team of highly credentialed case managers, M Hayes provides premier quality services and exceptional customer service. We believe that our integrity, our high standards for excellence and our teamwork approach will produce superior outcomes that can withstand the test of time and protect customer interests.

“By choosing to seek URAC case management accreditation, M Hayes has displayed leadership through a commitment to quality and accountability,” said Alan Spielman, URAC President and CEO.

The URAC standards development process is consensus driven, with over hundreds of industry experts serving as volunteers to establish and revise appropriate industry benchmarks.

- Starting with standards development, select representatives from URAC’s 500-plus volunteer network gather to establish and revise appropriate benchmarks. These volunteers represent the interests of a wide variety of stakeholders including purchasers, regulators, consumers, providers, and health care organizations. As a result, URAC standards are relevant and suitable for the health care sector they address. This sets the stage for establishing accreditation as a chance for companies to improve and enhance their operations, as well as prove to others that they can meet national standards.
- URAC standards are widely circulated for public comment and beta -tested before finalization and an accreditation program is implemented. This broad, inclusive process of all stakeholders ensures that URAC's standards are balanced and address a diversity of needs and concerns.

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.

For more information contact Jon Nickey, National Sales Director at 410-628-4050, ext 303 or visit www.mhayes.com.