



CareWorks  
Consultants Inc.

#### IMPORTANT ANNOUNCEMENT

### **Ohio Council of Retail Merchants selects new workers' compensation partner.**

Beware of incorrect or incomplete information about this change.

The Ohio Council of Retail Merchants (OCRM) is pleased to announce that we have selected CareWorks Consultants, Inc. (CCI) as our new Third Party Administrator (TPA) for our Workers' Compensation Program.

- Avizent/Frank Gates will no longer be the endorsed TPA of the Ohio Council of Retail Merchants. Avizent/Frank Gates may contact OCRM members in response to this change and ask them to submit an AC-2 form to remain with them.
- **PLEASE DO NOT SEND ANY PAYMENTS OR ENROLLMENT FORMS TO AVIZENT/FRANK GATES AS THIS COULD JEOPARDIZE YOUR PARTICIPATION IN THE OCRM PROGRAM NEXT YEAR.**

#### **The Ohio Council of Retail Merchants decided to make this change for five very compelling reasons.**

1. OCRM wanted long-term stability in our group-rating program. CareWorks Consultants is the largest TPA in Ohio and has experienced significantly more group rating growth than any other TPA since 2002. We selected a partner best positioned for a stable future and able to deliver dependable, industry-leading group discounts and other cost-saving programs along with superior account service to our members.
2. OCRM was concerned with the level of service we were receiving or would be receiving from Avizent/Frank Gates. Our members deserve the best service available. Avizent/Frank Gates has had extensive staff turmoil over the last two years with 3 CEOs and many staff changes.
3. NENA, the group that Avizent/Frank Gates used as the rating group for all of their associations for the last six years, has not been recertified by BWC. OCRM now has its own group rating program – certified by BWC – through CareWorks Consultants.
4. OCRM has partnered with The CareWorks Family of Companies since 1997 when OCRM endorsed CareWorks as our Managed Care Organization (MCO). We are now pleased to partner with CareWorks Consultants as our TPA, helping create another long term partnership that can deliver more overall savings and benefits to our members.
5. CareWorks Consultants is willing to service OCRM and its members for the 2009 group-rating year (7/1/09 – 6/30/10) free of charge. There are no additional fees or any additional paperwork for you to complete as a result of this change. This change DOES NOT affect your current group-rating enrollment or discount for the 2009 policy year.

**AGAIN, PLEASE DO NOT SEND ANY PAYMENTS OR ENROLLMENT FORMS TO AVIZENT/FRANK GATES AS THIS COULD JEOPARDIZE YOUR PARTICIPATION IN THE OCRM PROGRAM NEXT YEAR.**

The Ohio Council of Retail Merchants is making this important change in the best interests of our members. If you have questions about this change, please talk with us first! Call OCRM's Gordon Gough at (614) 221-7833 so you have the correct information during this transition. We will be sending additional information to you in the next few weeks with an effective date for the transition and contact information for your new CareWorks Consultants team.