



CITY OF DELAWARE

March 9, 2010

Ohio Employee Health Partnership  
445 Hutchinson Avenue  
Suite 205  
Columbus Ohio 43235

Re: Letter of Recommendation

To Whom It May Concern:

On behalf of the City of Delaware, Ohio, and without reservation, I am providing this letter of recommendation in support of Ohio Employee Health Partnership (OEHP) during the 2010 Open Enrollment Period. During the past four years that I have served as the Workers' Compensation Coordinator for the City, the staff at OEHP has proven to be very organized, timely, professional and friendly with respect to the medical management of our Workers' Compensation claims.

I regularly correspond with our case managers and have developed an excellent rapport with them. I feel that through our assigned case managers and OEHP's medical director, we can trust the decisions being made with respect to medical necessity of requested services. If ever a decision is made in which all parties are not in agreement an opportunity for open dialogue exists. I feel that the staff has proven themselves to be advocates for us and for our employees.

In 2008, we experienced a near fatality in which this particular claim was assigned to one of OEHP's Catastrophic Case Managers. This was the first time that I had worked with anyone in this role at OEHP. The Catastrophic Case Manager assigned to this particular claim was exceptional. She worked tirelessly to ensure that all parties involved in this claim were kept apprised of any changes in status or treatment. She worked hand-in-hand with myself, the employee, the employee's family and the various physicians involved to ensure that our employee received the care he needed. This employee has since returned to work and resumed his regular duties.

I am personally appreciative of the fact and feel very confident in the abilities of OEHP to medically manage our claims. This confidence enables me to better do my job without concern for the work that is being done behind the scenes. I am also thankful for the unvarying level of service we continue to receive and for the friendships that have evolved from working together in a collaborative effort to return employees to work in a timely manner!

Sincerely,

A handwritten signature in black ink, appearing to read 'Jessica Feller'.

Jessica Feller  
HR Specialist / Workers' Compensation Coordinator  
City of Delaware