



**WRIGHT TOOL**

*PERFECTING PERFORMANCE*

March 12, 2010

To Whom It May Concern:

Wright Tool signed on with Ohio Employee Health Partnership during Open Enrollment in 2008. When I met with Janet Andrus, the Customer Service Representative, she committed to providing us with quality medical management and close attention to our Workers' Comp Program. As a manufacturing company, we are at a higher risk for work-related injuries, so selecting a Managed Care Organization (MCO) that would work closely with us, communicate consistently, and serve as a resource for us, was a high priority.

Within the first month of our signing with Ohio Employee Health Partnership, Janet had coordinated with our TPA, BWC and their assigned case management team, to begin our quarterly meetings to review current and past claims and to ensure that we were all on the same page. I am pleased to say I still have the same assigned team today. They have come to know our Company, the challenges we face, and the importance Wright Tool places on safety. We have together, created a true partnership!

Our expectations of MCO service have been met and exceeded. Wright Tool Company gladly endorses Ohio Employee Health Partnership and we are willing to talk with you if you have further questions about their service and our satisfaction. I can be reached by phone between the hours of 8:00 a.m. and 5:00 pm. at (330) 848-0600 Ext. 433 or by e-mail at [ptaylor@wrighttool.com](mailto:ptaylor@wrighttool.com). If you're considering a change with your current MCO, you will not be at all disappointed by selecting Ohio Employee Health Partnership.

Sincerely,

Patricia A. Taylor  
Vice President of Human Resources

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