

Department of Law

IRIS TORRES GUGLUCELLO, Director Of Law

City of Youngstown, Ohio

Mayor Jay Williams

City Hall Youngstown, Ohio 44503 330/742-8874



May 4, 2010

To Whom It May Concern:

CompOne has been our MCO for approximately two years. During that time, CompOne has proven itself to be exemplary in the services it provides for the City of Youngstown.

CompOne is a local business so it is familiar with the medical providers in our area. As a result, its input in developing a preferred provider list (which is included in the City's various labor contracts) is of the utmost value. This list provides the best possible medical treatment options to City employees and helps the City to manage employee injuries.

CompOne's medical management staff participates in on-site meetings with the City. These meetings allow us to trouble-shoot our difficult, challenging claims and help us to develop strategies to deal with such claims. CompOne's claim reviews are insightful, thorough and accurate.

The City of Youngstown is in the retrospective rating program with the BWC. Consequently, having the responsibility of carrying claims for a 10-year period is a daunting task. In spite of this large volume of claims, CompOne has effectively managed to track and medically manage these claims and keep the City apprised of medical activity in these claims.

Lastly, and of the utmost importance, CompOne maintains an open line of communication with the City. There is daily communication regarding our injured employees; and our case manager is always available for consultation.

In summary, CompOne has resurrected the term "customer service." We highly recommend its services.

Sincerely yours,

A handwritten signature in cursive script, reading "Iris Torres Guglucello".

Iris Torres Guglucello
Law Director