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March 2008

The OHARA Times

OHARA's goal is to provide case management with spectacular outcomes for all parties involved. We recognize that time is valuable and appreciate the opportunity you give us to earn your business with every referral. Thank you for your continued support.

Flavor of the Month

You have the **chance to win** a \$25 gift card to a number of retail stores just by referring a file; Telephonic, Field, QRC or Vocational Case Management! In addition you will be sent a special ice cream treat with our selected **flavor of the month!**

Every time you refer a file, your name goes in the drawing.

At the beginning of each month a winner will be randomly selected and the posted to the OHARA website. The first winner will be posted on April 10th.

Thanks for the referrals and **Good Luck!**

The 'soft' workers' compensation market is having an effect on the insurance industry. Many carriers are consolidating service centers and streamline work-flows. The loss of margins puts more pressure on all to handle claims more efficiently. No matter what jurisdiction that is being managed, there are four *musts* to handle claims resourcefully:

1. Quality medical care, preferably by an occupational medicine specialist, as early in a treatment episode as possible will help lower total claim costs.
2. Documentation of the injury including an in depth interview at the onset of the file will often pay huge dividends down the road.
3. Know the workers' compensation laws of the jurisdiction of the file. Inappropriately paying indemnity benefits, incurring fines and inadequate state filings are wasteful and costly errors without benefit to anyone.

4. There are countless studies of the benefits of early

return to work. Avoiding the 'disability mindset' is crucial to avoid out of control files. An aggressive posture towards return to work will lessen the chances of claimants losing interest in returning to work.

OHARA feels that working with a regional managed care company can alleviate many problems associated with 'new state' assignments. Adjusters can lean on the local expertise and knowledge of a regional resource for information on how best to navigate a newly assigned jurisdiction.

An Irish Blessing

May you always have work for your hands to do.

May your pockets hold always a coin or two.

May the sun shine bright on your windowpane.

May the rainbow be certain to follow each rain.

May the hand of a friend always be near you.

And may God fill your heart with gladness to cheer you.



In the spotlight...



CHER REEVES

I have been performing case management services since 2005.

My professional experiences include industrial nursing, geriatrics, surgical, clinical, pediatric ICU and experience as a school nurse. I enjoy working and meeting with clients and the employers. My outstanding work has earned me phenomenal client loyalty.

I cherish the relationships I have with my mother, 2 brothers and 13 nieces and nephews!

My favorite holiday is the Fourth of July as it is always a huge celebration in Crawford, NE. They have a parade, rodeo, fireworks, and picnics. All of my family is usually there to attend, along with being warmer weather at that time. It has been a family tradition to attend the Crawford 4th of July celebration, since I was a very young child. It is the time Crawford has its alumni celebration and usually there are several old classmates here to attend the celebration also.

I also love hunting, golfing, rodeo and photography.

Cher's Words of Wisdom:

Life is not a journey to the grave with the intention of arriving safely in a pretty and well preserved body but rather to skid broadside, thoroughly used up, totally worn out, and loudly proclaiming..... "WOW! What a Ride!"

Life is too short- enjoy every minute.

Residing in Crawford, Cher provides on-site case management services to customers in western Nebraska and South Dakota.

CHRISTY MCDONALD

I have been providing case management services to clients since 1993 and more specifically, field based workers compensation case management since 2000.

My experience includes complex catastrophic case management, occupational health and special training in ergonomics. I enjoy working with employers to facilitate return to work and have a special interest in orthopedic injuries.

I have three children, four grandchildren and two cats!

My favorite holiday is also the Fourth of July because I know that is the one time of year when there will be NO SNOW in Iowa!

My hobbies include riding Buckskin Quarter Horses, flower gardening, water landscaping and camping!

Residing in Oskaloosa, Iowa, Christy provides on-site case management services to customers in Iowa.

