



Press Release

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Broadspire Partners with Medcor to Provide Injury Triage Services

ATLANTA (April 23, 2010) — Broadspire, a Crawford Company and leading third party administrator of workers compensation claims, liability claims and medical management services, and Medcor, a leading injury triage provider, are partnering to implement services to more effectively direct immediate post-injury treatment for employees.

“We looked at a number of different models and, with our extensive medical management experience, also considered developing our own injury triage program,” said Danielle Lisenbey, chief operating officer for medical services for Broadspire. “After considering the options, we chose Medcor because of the experience, quality of triage services and connectivity to our systems the company offers.”

Especially attractive to Broadspire is the use of a neutral outside vendor for triage services, Annette Sanchez, Broadspire’s chief marketing officer, emphasized. “Medcor has no financial interest in whether a case becomes a claim, and we will not collect a surcharge for their services,” she said. “We know that by partnering with Medcor, we may receive fewer claims to manage. But we feel obligated to assist our clients with both the frequency and severity of their claims, and Medcor provides services that can impact medical costs and at the same time help employees get the care they need.”

Together, both companies’ technology and processes mesh to respond to workplace accidents and share critical claim information between triage, claim and RMIS systems. Immediately after injuries occur, Medcor’s specially trained triage nurses talk directly with injured employees and their managers to assess the injuries and make recommendations. Employees with minor injuries that do not require off-site care

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receive first aid instructions to allow them to return to work. When off-site care or evaluation is needed, injured employees are referred to in-network medical providers. This process allows for a quick response to injuries, transfers the responsibility for triage decisions from the employer to Medcor, and helps avoid unnecessary claims costs.

After the initial triage, Broadspire would then manage the claim: determining compensability, creating a Strategic Plan of Action, setting reserves and assigning further medical management resources. Medcor data is sent directly into Broadspire's systems. Both Medcor and Broadspire can load employee data and work together to ensure accuracy.

In addition to 26 years of providing clinical interventions for more than three million people, Medcor is the only triage provider that has received health call center accreditation from URAC, an independent, nonprofit organization that promotes health care quality through its accreditation and certification programs. Broadspire holds URAC accreditations in case management, independent review organization, health and workers compensation and utilization management.

"I'm excited to offer our clients a way of immediately addressing minor injuries at any worksite," Lisenbey said. "Medcor's proprietary injury triage process has constantly led the industry since they introduced this service. Their experienced staff, innovative systems and national scope matches our own abilities. It's a great partnership."

"We have always been committed to helping employers reduce costs and improve outcomes for employees," explains Medcor President and CEO Philip Seeger. "We are thrilled to have a partner who shares that commitment and our dedication to providing services to employers with full transparency and without conflicts of interest in the triage and referral process."

Companies interested in the complementary services provided by Broadspire and Medcor should call 1-866-625-1662 or email Broadspire_info@choosebroadspire.com.

About Broadspire

Broadspire, a leading international third party administrator for large self-insured organizations, offers a

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broad array of customized claim and medical management services designed to increase employee productivity and contain costs. Broadspire's U.S. offering of workers compensation, auto and general liability claims administration, medical management and absence and care management, is available bundled or individually. In addition, Crawford provides liability, motor and property claims management services in Europe under the Broadspire brand. Broadspire is based in Atlanta, Ga., with a network of 85 locations throughout the United States (www.choosebroadspire.com) and Europe (www.Broadspire.eu), including the United Kingdom (www.BroadspireTPA.co.uk).

About Crawford

Based in Atlanta, Ga., Crawford & Company (www.crawfordandcompany.com) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with a global network of more than 700 locations in 63 countries. The Crawford System of Claims SolutionsSM offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.



About Medcor

Medcor helps employers reduce costs of workers' compensation, general liability and health care. Medcor services include telephonic injury triage, on-site medical clinics, out sourced safety staff, and employee screening. Medcor's services are available 24/7 nationwide for worksites of any size in any industry. Headquartered in McHenry, Illinois, the company operates 163 on-site clinics and provides triage services to nearly 70,000 worksites in all 50 states. US and foreign patents are pending on Medcor's triage processes. Medcor is privately held.

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