

# Customer service is our greatest success

At **1-888-OHIOCOMP**, we are honored to serve Ohio's employers and their injured workers. Our goal is to provide the highest level of service to all our customers each and every day.

We recently asked our customers to provide feedback on our customer service and we are very pleased to share some of those comments.

We want to thank our customers for taking the time to provide this valuable feedback. If you have any feedback on our services, I want to hear from you. I can be reached locally at (216) 426-0646, ext. 106, or call toll free 1-888-644-6266.

**Dan Neubert, Executive Director,  
1-888-OHIOCOMP**

*I'm glad you are always there when I have a question. The staff is helpful, stress free, and they help keep the confusion of workers' comp simple for me.*

**Denise Longstreet, HR Administrator  
Stelfast Inc.**

*1-888-OHIOCOMP has done an excellent job of managing our claims and reducing the overall workers' compensation cost for The Allega Companies.*

**Jeff Wallis  
The Allega Companies**

*1-888-OHIOCOMP has been a great resource for our members because they have access to a nurse dedicated only to employers in the COSE workers' comp group. That gives COSE members one point of contact with medical expertise to help sort out the medical facts in their claims.*

**Maria Mastrandrea,  
Workers' Compensation Team Leader  
COSE**

*I am very pleased with the service we receive from 1-888-OHIOCOMP. Garry P. is very helpful and informs us of new information in a timely manner.*

**Laura Fackelman, Controller  
LeClair's Custom Cabinetry**

*1-888-OHIOCOMP has been very good at getting back to me promptly and accurately. They do a very good job of alerting me to any discrepancies, changes or anything else that may need my attention. I like how they keep our Third Party Administrator (TPA) informed and updated.*

**Gary P. Sauer, Health & Safety Director  
Diamond Products Ltd.**

*We appreciate your quick attention on servicing our accounts and any concerns that we may have.*

**Denise Chernay, Human Resource Director/  
Property Management Lead Accountant  
The Dalad Group**



*1-888-OHIOCOMP does a great job of ongoing communication with me. Our nurse consistently calls or emails me with updates on the treatment status so that I can do a better job of managing our claims.*

*She also will reach out to the provider on my behalf to prompt an early return to work when appropriate. The staff at 1-888-OHIOCOMP makes my job easier – every day!*

**Stacy Friedman, Human Resources Manager  
Trelleborg Sealing Profiles U.S. Inc.**

*1-888-OHIOCOMP has been serving the DiGeronimo Companies for many years. The efficient service, loyalty and professionalism of their entire team have proven to be a great benefit to all of our companies. 1-888-OHIOCOMP consistently meets all of our needs!*

**Mary DiGeronimo, Corporate Counsel  
DiGeronimo Companies**

*The service provided by 1-888-OHIOCOMP is professional, timely and aimed at reducing our BWC premiums. Everyone they bring to the table understands the complexities of managing a successful program and they are one-hundred-percent committed to meeting our needs.*

**Jerry Zgrabik, Business Manager  
Bedford City School District**

*I would like to compliment 1-888-OHIOCOMP on the level of customer service I receive. You are fortunate to have such a great staff that really goes the extra mile to make sure claims are handled fairly, promptly and with such a positive approach. I can't say enough good things about Lynn P. and the rest of the team. They're great and I'm glad I made the switch to your organization when I did. It's easy to do business with a company that cares about its clients!*

**Debbie Scruggs, Human Resources Manager  
Forest Corporation**

*Your customer service is outstanding. I recently had a situation where I needed Bridgett to do some research on two claims. I expected to hear back from her in a couple of days. She had an answer for me the next day with a plan to do follow up. This is why I stay with 1-888-OHIOCOMP. Also, outstanding customer service with Bridgett and Kia.*

**Arthur Langston, Human Resource Manager  
Air Gas Great Lakes**

*1-888-OHIOCOMP has provided us with a competent, well-trained staff that has effectively medically managed our workers' comp claims. They are proactive and always keep me informed.*

**Bartley D. Anderson, Manager, Human Resources  
Environmental Management Inc.**

*I wanted to take this time to comment on the customer service that I have received from 1-888-OHIOCOMP. I was given the job duty of handling workers' compensation claims in November 2008. I did not receive a lot of training but had some experience with workers' compensation. My guardian angels, Jenny P., Linda W. and Garry P., have been there for me above and beyond their normal job duties. They have answered every one of my questions. They have given me valuable advice regarding my active cases and I have received one-on-one training from Garry.*

*Your team of employees assisting me day to day with claims is second to none. They are very timely, their response time is excellent, and most importantly the communication between the offices is astounding. I appreciate all that you do for Mansfield City Schools. You may say, "well it's my job," but it is a job well done. Thanks for being so friendly and kind.*

**Teresa James, Human Resource Specialist  
Mansfield City Schools**

*1-888-OHIOCOMP embodies the true definition of customer service. Staffed with employees that are both knowledgeable and hard working, they deliver the personal attention and commitment they have promised. 1-888-OHIOCOMP is a first class Managed Care Organization delivering first class service to its clients.*

**Terry Macias, Director, Human Resources  
Tenable Protective Services**

*I feel that with 1-888-OHIOCOMP, I have a very strong team managing our claims. Barb S. has been extremely responsive to the needs of our company, as well as our injured workers.*

**Mary Ann Andrews, Human Resources  
Stevens Painton Corporation**

*We have worked with 1-888-OHIOCOMP for several years. They have been extremely professional and thorough handling our extensive workers' comp claims. I would highly recommend their services.*

**Amy Lewis, Personnel Manager  
G&S Metal Products, Inc.**