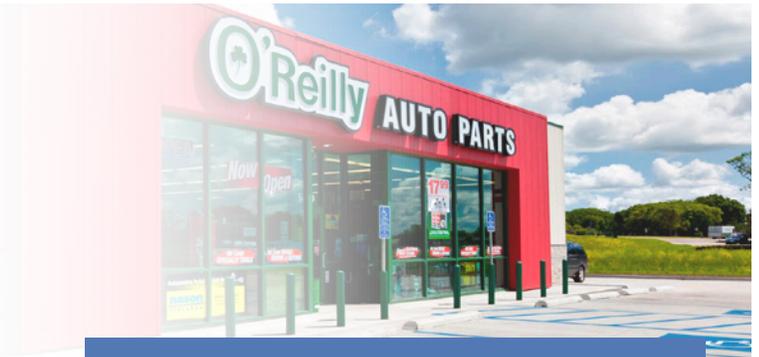


CUSTOMER SPOTLIGHT

O'Reilly Auto Parts

Seamless Implementation



The Company

O'Reilly Auto Parts has grown from a single location in 1957 to become one of the largest auto parts retailers in the country with over 4,000 locations (and growing). O'Reilly's mission is to be the dominant supplier of auto parts in all of its market areas by offering its customers the best combination of price and quality provided with the highest possible service level.

The Partnership

O'Reilly chose to partner with CorVel for their claims management program in March 2012. They were impressed with CorVel's integrated approach that offers all claims and managed care services on one platform. In addition, they hoped that CorVel's Advocacy 24/7 program which offers a nurse triage call center for their team members 24-hours a day, 7-days a week, would help improve injury reporting to help reduce the overall cost of risk.

Implementation

CorVel utilized the core principals of quality assurance and project management for the O'Reilly program, beginning with implementation. CorVel's goal was to meet as early and as often as necessary with them to develop strategies, structure processes and assign resources. O'Reilly was assigned a dedicated and experienced Account Manager to oversee the implementation and ensure consistent communication throughout the process. CorVel worked with O'Reilly to distribute Advocacy 24/7 workplace posters to each of their locations to encourage use of the program.

CorVel understands the concerns that companies have with change; to address these concerns we ensure a successful implementation by following key tasks for every new account:

"CorVel's level of industry experience and workers' compensation knowledge provided the key elements for our successful implementation"

Wayne Price, Vice President of Treasury and Risk Management

A Checklist for Success



- Seamless data transfer
- Comprehensive analysis of historical data
- Identify saving opportunities
- Consistent communication
- Evaluate program enhancements

A Great Start

Everyone's planning and attention to detail paid off. CorVel was able to fully implement the program in less than 60 days. The launch included setting up over 3,700 locations. O'Reilly is very pleased with the ease of their implementation and looks forward to improved claims and return to work outcomes.

