

CUSTOMER SPOTLIGHT: RITE AID

Shared Values for Shared Success



Founded in 1962, Rite Aid is one of the nation's leading drugstore chains, with over 2,500 stores in 19 states. As a Fortune 500 company, Rite Aid's team of caring associates and pharmacists work together to provide a superior pharmacy experience for customers.

The Rite Partnership

Rite Aid's commitment to health and wellness extends beyond their valued customers to their 50,000+ employees. After working with the same claims administrator for over 20 years, Rite Aid was looking to improve their program's results while ensuring immediate, quality care for their employees.

Aligning with Rite Aid's commitment to health and wellness, CorVel's primary goal is to care for employees and return injured employees to their pre-injury status. Sharing the same core values of integrity and teamwork, Rite Aid partnered with CorVel in December 2018 for their workers' compensation and auto liability programs.

"CorVel's existing implementation guidelines and the immediate involvement of their multi-disciplinary team members allowed us to complete a smooth transition within an extremely aggressive timeframe. We look forward to incorporating CorVel's medical management expertise, together with their industry leading technology, to achieve the best outcomes for our injured associates and our overall workers' compensation experience."

Michael Lehr, CPCU, AIC, AIM
Manager, Workers Compensation



Immediate Implementation

Implementation began immediately, with both the Rite Aid team and CorVel team working together to successfully transition the program. Given the large scale of the program, implementation was expected to take over 60 days. However, through teamwork and a tailored project plan, Rite Aid's implementation was completed over the holidays in less than 20 days.

Program oversight and proactive communication began at the very start of implementation when the CorVel team visited a number of Rite Aid's distribution centers. Working alongside the Rite Aid team, CorVel assigned an Implementation Manager to facilitate implementation and support the Account Management team. The Implementation Manager managed Rite Aid's IT requirements, while the Account Manager coordinated program workflow and daily interface requirements. This combined team approach ensured all aspects of Rite Aid's implementation, including client expectations, were managed successfully.

Integration for Collaboration

Consistent communication and collaboration were essential factors to quickly implementing Rite Aid's program. With implementation achieved in less than one month, the future looks bright for Rite Aid's partnership with CorVel.



From start to finish, implementation was completed in 20 days.

