



One Call Continues to Pioneer Customer and Patient-Centric Solutions

Introducing Relay Solutions. Innovation is within reach.

JACKSONVILLE, Fla. (May 24, 2017) – [One Call Care Management](#) (One Call), a recognized leader within the workers' compensation industry, today announces its latest innovation Relay Transportation – the first offering enabled through the Relay Solutions Program. Relay Transportation presents a new option for non-emergent ambulatory transportation through a proprietary, web-based application designed to provide a seamless experience for claims staff, nurses and injured workers. More than just technology, Relay Transportation has a dedicated team to monitor rides in real-time and actively address potential issues that have historically resulted in missed appointments. This program builds upon the success of One Call's partnership with Lyft, announced in August 2016.

One Call is committed to investing in innovative technology to make the lives of its customers and their injured workers easier, while encouraging healthier outcomes. The combination of One Call's Relay Transportation solution with One Call's Physical Therapy and Diagnostics programs delivers unprecedented real-time visibility into an area that historically had none. One Call's associates can quickly identify variances to planned transportation and proactively intervene to reschedule medical appointments and transportation. Delays in transportation lead to delays in treatment and an increase in healthcare and indemnity costs.

"Despite \$6 billion being spent on healthcare transportation each year, 3.6 million Americans still miss medical appointments due to lack of transportation," said Joseph McCullough, senior vice president of product. "One Call developed Relay Transportation to address and reduce the \$150 billion in annual healthcare costs associated with missed medical appointments, while providing the patient with a quicker road to recovery."

Relay Transportation's technology-enabled platform improves transparency, dependability and efficiencies for One Call's customers. The web-based dashboard allows One Call and its customers to easily manage requests and actively monitor rides. Relay Transportation has a flexible infrastructure that enables One Call to connect with customers and strategic partners including transportation network companies, like Lyft, through an open application programming interface (API). API integration is not required to utilize the Relay Transportation desktop platform or the soon-to-be-released mobile application.

In addition to the mobile app, several exciting releases are planned for Relay Solutions throughout 2017. Want an exclusive preview of Relay Transportation? Check out our video [here](#).

###

About One Call Care Management

One Call is the nation's leading provider of specialized solutions to the workers' compensation industry. One Call has six locations across the United States with its corporate headquarters located in Jacksonville, Florida. One Call's solutions enable faster, more efficient and more cost-effective claims resolution with a focus on injured workers' needs across the continuum of care. One Call provides

reliable, consistent connections to care with expertise in high-end diagnostics, physical therapy and transportation services, post-discharge home care and durable medical equipment, dental and doctor specialty services, complex care management, and the language services required for today's multicultural workforce. For more information, visit www.onecallcm.com.

Media Contacts:

Laura Land

Vice President of Marketing

One Call Care Management

laura_land@onecallcm.com

Joy Scott

President & CEO

Scott Public Relations

joy@scottpublicrelations.com