

For Immediate Release



New York Compensation Managers, Inc.

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New York Compensation Managers, Inc., presents Shelby Spagnola RN, BSN, Nurse Case Manager with STAR Performer Award

New York Compensation Managers, Inc. of Cicero presented **Shelby Spagnola, RN, BSN, Nurse Case Manager**, with the company's STAR Performer Award in recognition of customer service both to her internal as well as external customers. The STAR Program recognizes employees for their outstanding service.

Always willing to try something new, Shelby was the first successful case manager at NYCM to secure "step laddering" of disability and full duty release for a claimant by utilizing a new Job Activities

Questionnaire. This questionnaire was thought to be more user friendly in being brief and yet outlining exactly the tasks involved with the job. The provider and Shelby proved this theory to be correct.

Shelby was recognized by her peers through NYCM Claims Supervisors for her role in securing medical on a recent file. It was her rapport with the claimant that secured the information through which this was accomplished. This will help minimize the insured's loss exposure.

Shelby was also recognized by a Nurse Practitioner with a phone call to NYCM, regarding her intervention in securing the names of two surgeons to which the claimant could be referred....information that even the Nurse Practitioner was not able to find. This will expedite surgery, lost time, and ultimately create cost savings. Her rapport with the provider's office was evident in the Nurse Practitioner's comments.

New York Compensation Managers administers the workers' compensation for over 1500 businesses throughout New York State.