



Press Release

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Carena Wins 2008 Microsoft's "Benefits Service Excellence" Award

Annual award given to companies that provide exceptional service and results to Microsoft employees

(August 11, 2008) Seattle – Microsoft's U.S. Benefits Group has honored [Carena](#), Inc. for its medical house call program in which physicians provide urgent care to Microsoft employees in their homes, 24 hours a day, seven days a week. "Mobile Medicine" as it is known at Microsoft has reduced medical costs while garnering positive feedback from employees for the in-home 1:1 care and education with a physician.

"It is an honor to be recognized by Microsoft. Health care is a consumer service and has to meet the needs of the patient. At the same time it is a business expense for the employer. Meeting the needs of both stakeholders requires a commitment to service and quality and this is a wonderful acknowledgement of our team's dedication." said Ralph C. Derrickson, President and CEO of Carena, Inc.

Microsoft approached Carena in early 2006 to help solve a problem: increasing use of the Emergency Room among employees and family members was contributing towards increased costs for medical care. In many cases, the patient could have been treated by a family practice physician, but it was either after hours, or the employee did not have a primary care provider.

"Carena has been a true partner in creating and implementing Mobile Medicine," said Cecily Hall, director – US Benefits for Microsoft. "While the cost savings are significant and meaningful, I can't stress enough the importance of the comprehensive care and education provided by Carena physicians. They really have become ambassadors for the Benefits group to ensure we're doing all we can for our employees' health and wellness."

"In recognizing Carena, this award also reflects the tremendous support we receive from our partners Premera Blue Cross and Evergreen Healthline," continued Derrickson. "Together, we're able to ensure the highest level of quality throughout the entire patient experience."

Carena adapted its existing medical house call model to support the delivery of on-demand, in-home care to Microsoft employees/dependents with urgent care needs through a 21st century iteration of the traditional medical house call. The results have been impressive:

- Each visit lasts an average of one full hour (compared to the average of seven minutes in a clinic setting)
- A Carena visit is between up to 20% percent less expensive than a comparable ER visit
- Carena physicians routinely refer employees into other company-sponsored health and wellness programs
- If an employee/family member does not have a primary care physicians Carena provides referrals

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Since inception, Carena has provided more than 5,000 house calls to Microsoft members, which now number nearly 100,000 in the Puget Sound area. Mobile Medicine is administered through Microsoft's plan partner Premera Blue Cross and is offered in conjunction with Microsoft's 24-Hour Health Line, provided by Evergreen Healthline in the Puget Sound area.

About Carena, Inc.

Carena has reinvented the traditional medical house call to help employers reduce direct costs, improve health outcomes and increase employee productivity. Carena, Inc. provides business-case based health care solutions for the way we live and work today. Carena physicians and providers deliver care and education wherever and whenever required to meet the needs of its patients and clients. More information is available via the company website at www.CarenaMD.com.

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