



Employer managed care organizations: Selection and report card
546

Kathy Arnett

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Ohio Bureau of Workers' Compensation

Health Partnership Program (HPP)

- o Since 1997, managed care organizations (MCOs) manage the medical portion of workers' compensation claims.
- o All state fund employers, both private and public, participate in HPP.
- o It's important to choose an MCO.
- o The MCO does not operate as a third-party administrator (TPA).

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MCO selection process

New employer selection

- o New employer kit via e-mail or mail from
- o BWC Web site address: ohiobwc.com, then click on Ohio employers and the MCO Selection Form
- o Automated phone line: 1-800-859-6631
- o Form within the *MCO Selection Guide*
- o MCO marketing

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MCO selection process

Merger of two MCOs

- o BWC and MCO notification of purchase
- o Two-week opportunity to change
- o No MCO marketing for mergers
- o 1-800-OHIOBWC to speak with a representative

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MCO Selection Process

Open enrollment

- o Every two years in May - May 3 - 28, 2010
- o MCO marketing period as well
- o Web site, automated phone selection line
- o MCO Marketing Form submitted to MCO
- o TPA cannot make selection for you - can recommend a MCO

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MCO selection process

Changes outside open enrollment

Examples of BWC changes such as combination of two policies

Employer requests release from current MCO must be accompanied by specific customer service issues with period of remedy given to the MCO. Release may or may not be granted. Change of TPA is not a reason to change your MCO.

MCO selection process

MCO Selection Guide

- o Roles and responsibilities
- o Directions for selecting an MCO
- o MCO county table
- o MCO alphabetical table and contact information
- o MCO Selection Form

MCO selection process

MCO Report Card

Measures components contributing to:

- o Quality of medical management;
- o Safe return to work strategies;
- o Timeliness of service.

MCO selection process

MCO Report Card components

- o Number of employers and claims
- o *First Report of an Injury, Occupational Disease or Death (FROI) timing*
- o FROI turnaround time
- o Optimal return to work

MCO selection process

MCO report card components

- o Number of employers
- o Number of claims

Indicators of the MCO's relative size

MCO selection process

MCO Report Card components

- o FROI timing
- o Measures lag from date of injury to BWC filing date – worst 5 percent of claims are removed to adjust for outliers
- o FROI turnaround time
- o Measures lag from the MCO receipt date to the BWC filing date

Indicators of the timeliness of reporting claims to BWC

MCO selection process

MCO Report Card components

- o Optimal return to work

Indicator of the timeliness of injured workers returning to work compared to pre-established benchmarks based on the injury and occupation