

OSC 12
Ohio Safety Congress & Expo

WELL AT HOME. SAFE AT WORK.

Session #624
Selecting a Managed Care Organization That's Right for You
Kathy Arnett and Teresa Arms

1 to 2 p.m. Wednesday, March 29

Ohio Bureau of Workers' Compensation

Health Partnership Program (HPP)

- o Effective March 1, 1997
- o Seventeen certified managed care organizations (MCOs)
- o Covers all state-funded employers – private and public
- o HPP participants
 - BWC/Industrial Commission of Ohio (IC), employers, injured workers, third-party administrators (TPAs), MCOs, medical providers

OSC 12
Ohio Safety Congress & Expo

BWC/IC Roles and Responsibilities

- o Claim allowance
- o Exams related to allowance of claim/diagnosis
- o Compensation payment
- o Education

OSC 12
Ohio Safety Congress & Expo

BWC/IC Roles and Responsibilities (Continued)

- o Pharmacy bill payment
- o Vocational rehabilitation eligibility
- o Settlement of claims

OSC 12
Ohio Safety Congress & Expo

Employer Roles and Responsibilities

- o Work with provider and MCO on return to work
- o Accident investigation
- o Safety
- o Support injured worker's return to work

OSC 12
Ohio Safety Congress & Expo

Injured Worker Roles and Responsibilities

- o Report injury to employer
- o Inform provider that it is a work-related injury
- o Attend appointments

OSC 12
Ohio Safety Congress & Expo

Injured Worker Roles and Responsibilities (continued)

- Follow doctor's orders
- Communicate with employer and MCO when given release to work from provider

OSC 12
Ohio Safety, Compliance & Ergonomics

MCO Roles and Responsibilities

- File *First Report of an Injury, Occupational Disease or Death* (FROI) with BWC
- Medical case management
- Treatment authorization and utilization review
- Medical bill payment

OSC 12
Ohio Safety, Compliance & Ergonomics

MCO roles and Responsibilities (continued)

- Work with employer and provider on return to work
- Vocational rehabilitation feasibility and plan approval
- Resolve disputes regarding treatment decisions

OSC 12
Ohio Safety, Compliance & Ergonomics

Medical Provider Roles and Responsibilities

- File FROI within 24 hours (to MCO or via ohiobwc.com)
- Treat injury
- Determine ability to return to work and any restrictions

OSC 12
Ohio Safety, Compliance & Ergonomics

Medical Provider Roles and Responsibilities (continued)

- Work with MCO and employer on return-to-work strategies
- Submit medical documentation timely

OSC 12
Ohio Safety, Compliance & Ergonomics

TPA Roles and Responsibilities

- Advise employer on options but not legal opinion
- Interact with BWC on employer's behalf
- Safety services

OSC 12
Ohio Safety, Compliance & Ergonomics

TPA Roles and Responsibilities (continued)

- BWC program assistance
- May be TPA that handles group rating

OSC 12
Ohio Safety, Compliance & Ergonomics

New Employer Selection

- New employer kit via email or mail from BWC
- Website address:
 - ohiobwc.com, then click on Ohio Employers, Featured Links, MCO Selection Form
- Automated phone line: 1-800-859-6631

OSC 12
Ohio Safety, Compliance & Ergonomics

New Employer Selection (continued)

- Form within the *MCO Selection Guide*
- MCO marketing

OSC 12
Ohio Safety, Compliance & Ergonomics

Merger of Two MCOs

- BWC and MCO notification of purchase
- Two-week opportunity to change if employer so chooses
 - No MCO marketing for mergers
- 1-800-OHIOBWC to speak with representative

OSC 12
Ohio Safety, Compliance & Ergonomics

Open Enrollment

- Open enrollment is the employer's chance to change MCO if he or she so chooses.
- It occurs every two years.
 - April 30, 2012, through May 25, 2012
- MCO marketing will occur during this time.

OSC 12
Ohio Safety, Compliance & Ergonomics

Open Enrollment (continued)

- If you want to stay with your MCO, you don't have to do anything.
- Your TPA cannot make the selection for you but can make a recommendation.
- The effective date of the change is July 2, 2012.

OSC 12
Ohio Safety, Compliance & Ergonomics

MCO Report Card Components (continued)

- Timeliness of service
- FROI timing
 - Measures the lag from date of injury to BWC receipt date after the removal of the 5% "worst" claims (outliers)
- FROI turnaround
 - Measures the lag from the MCO receipt date to BWC receipt date for claims submitted by that MCO
- Indicators of the timeliness of reporting claims

OSC 12

Ohio Safety, Compliance & Ergonomics

MCO Report Card Components (continued)

- Quality of service and safe return to work
- Optimal return to work
 - Measures the actual time lost from work against pre-established benchmarks based on the worker's injury(ies) and occupation. The measure is based on claims where the injured worker has returned to work and remained at work for 90 days or more.
- Indicator of timely treatment of the worker's injury and of a safe, sustained return to work

OSC 12

Ohio Safety, Compliance & Ergonomics

Transitional Work Programs

- Developed before an injury occurs so the employer can act quickly when an injured worker is given the OK to return to work but has restrictions
- Temporary in nature until the injured worker is able to perform his normal job duties

OSC 12

Ohio Safety, Compliance & Ergonomics

Transitional Work Programs (continued)

- Components of a transitional work program
 - Policies and procedures
 - Job analyses that document the physical requirements of each job
 - Training on policies and procedures
 - Community resources

OSC 12

Ohio Safety, Compliance & Ergonomics

Transitional Work Programs (continued)

- Employer role
 - Keep the program updated
 - Educate employees on the program
 - Ensure your MCO knows you have a program

OSC 12

Ohio Safety, Compliance & Ergonomics

Transitional Work Programs (continued)

- Provider role
 - Release injured worker to work with documentation of what the injured worker "can" do
 - Know what the employee's job analyses requires and allows

OSC 12

Ohio Safety, Compliance & Ergonomics

Transitional Work Programs (continued)

- MCO role
 - Facilitate getting the release to return to work from the provider
 - Be familiar with employer's transitional work program
 - Facilitate communication with the employer and provider if there are questions relating to the job duties available to the injured worker
 - Monitor injured worker's progress

OSC 12
Ohio Safety, Compensation & Expense

Vocational Rehabilitation Programs

- Used when an injured worker needs specialized services to return to work
- Must meet feasibility and eligibility requirements as determined by MCO and BWC
- Part of a global return-to-work strategy but only one component of an overall transitional work program

OSC 12
Ohio Safety, Compensation & Expense

Vocational Rehabilitation Programs (continued)

- Remain at work (RAW)
 - Applicable to medical-only claims (missed <8 days)
 - Charged to the employer's risk

OSC 12
Ohio Safety, Compensation & Expense

Vocational Rehabilitation Programs (continued)

- RAW
 - Services include, but are not limited to:
 - Transitional work with physical or occupational therapy offered at the job site;
 - On the job training;
 - Job modification;
 - Ergonomic study;
 - Tools and equipment.

OSC 12
Ohio Safety, Compensation & Expense

Vocational Rehabilitation Programs (continued)

- Return to work (RTW)
 - Lost-time claims (eight or more days missed)
 - Charged to the surplus fund

OSC 12
Ohio Safety, Compensation & Expense

Vocational Rehabilitation Programs (continued)

- RTW
 - Services include, but are not limited to:
 - Transitional work with physical or occupational therapy offered at the job site;
 - Employer incentive programs;
 - On the job training;
 - Tools and equipment;
 - Work trials.

OSC 12
Ohio Safety, Compensation & Expense

Recap of MCO Responsibilities

- Medical case management and/or utilization review services
- RTW services
- Process requests for treatment authorizations

OSC 12
Ohio Safety, Compliance & Expo

Recap of MCO Responsibilities (continued)

- Process medical bills and send payment to providers
- Alternative dispute resolution
- Educating employers, providers and injured workers

OSC 12
Ohio Safety, Compliance & Expo

It's Your Choice

- Please evaluate the service you have received from your current MCO.
- If you are satisfied, you need do nothing.
- If not, then review the MCO Report Card, contact MCOs, and select a new MCO during the 2012 Open Enrollment period.

OSC 12
Ohio Safety, Compliance & Expo

Questions?

OSC 12
Ohio Safety, Compliance & Expo