2016 MCO Report Card

BWC has created the MCO Report Card to help you evaluate the performance of managed care organizations (MCOs). The report card measures components contributing to the quality of medical management, safe return-to-work strategies and timeliness of service.

This report card serves as an objective source of information to help you select an MCO. You may receive marketing materials from other sources. Keep in mind, these sources create the materials with the intent to influence your MCO selection.

The report card components are:

- Number of employers;
- Number of claims;
- First report of injury (FROI) timing;
- FROI turnaround;
- Quality medical management.

To the right are descriptions for each of the components and how we measured the MCO information.

Number of employers

This measure includes the number of employers assigned to the MCO as of Dec. 31, 2015, that were in an Active, Reinstated or Debtor in Possession status.

Number of claims

This measure includes the number of claims assigned to the MCO on Dec. 31, 2015, regardless of date of injury, that were in an active status, excluding claims with a date of death populated, claims in disallowed, dismissed or settled status and out-of-statute claims.

FROI timing*

The sooner a claim is filed, the sooner an injured worker can receive medical treatment and benefits, and the quicker he or she can safely return to work. FROI timing is the average of the number of days between the date of injury and the date the claim is filed with us. We removed the 5 percent of claims with the longest lag times per MCO.

This measure is a reflection of how long it takes us to receive notification of a workplace injury. It includes the time from the date of injury to when the employer, injured worker or provider notifies the MCO, and the time from when the MCO is notified to the time the claim is filed with us.

FROI turnaround*

FROI turnaround measures an MCO's efficiency in submitting claims. MCOs must gather and validate the required information before submitting the claim to us. FROI turnaround is the average of the number of days between the date MCOs receive the FROI notice and the date they electronically file the claim with us.

Quality medical management

MoD (measurement of disability) has replaced DoDM (degree of disability management) as the model we use to evaluate the return-to-work services and quality of medical management provided by MCOs. MoD contains two metrics: Days absent and Recent medical, described below. Both metrics use the injured worker's injury(ies) and occupation when calculating the MCOs' scores.

Days absent

Days absent is measured on the total days missed from work during the measurement period. The objective of the Days absent metric is to measure the outcomes of an MCO's return-to-work services by comparing the timeliness of the return-to-work to established benchmarks.

Recent medical

Please note that not all medical payments are included in this metric. Medical payments for any claim that is counted in the Days absent component of MoD are not included in this component of MoD. The objective is to provide a measure to gauge the effectiveness and efficiency of an MCO's management of medical services utilization in the evaluated claims by comparing the total medical paid in those claims (after return to work) to established benchmarks.

**FROI average scores are based on claims with dates of injury between March 1, 1997, and Dec. 31, 2015, sent to us between Jan. 1, 2015, and Dec. 31, 2015*

Ohio | Bureau of Workers' Compensation

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MCO name	Number of policies	Number of claims	FROI timing	FROI turnaround	Days absent	Recent medical
					Statewide Average*	Statewide Average*
1-888-OHIOCOMP	19,423	23,620	5.28	0.90	52.22	53.31
3-hab, Ltd.	7,149	12,613	7.05	1.77	51.95	53.39
AultComp MCO, Inc.	3,645	5,071	4.58	0.87	52.74	50.51
CareWorks	93,064	92,441	6.11	0.72	49.06	53.68
Comp One, Ltd.	2,003	2,062	8.08	1.29	54.23	56.03
CompManagement Health Systems, Inc.	29,368	55,356	5.86	0.86	49.34	53.11
Corvel Ohio MCO, Inc.	4,039	5,521	7.52	1.21	49.03	51.41
Genex Care for Ohio	2,220	2,075	7.67	1.05	49.22	48.14
Health Management Solutions, Inc.	15,720	19,633	7.23	1.57	54.92	50.05
Occupational Health Link, Inc.	3,844	4,161	6.48	0.93	51.36	51.33
Sheakley UNICOMP	27,199	37,832	6.88	0.99	49.52	53.50
Spooner Medical Administrators, Inc.	4,697	10,342	5.72	2.04	47.92	52.68
The Health Plan	3,379	3,150	6.22	1.05	49.93	52.50
University Hospitals CompCare	4,012	4,410	6.40	1.13	46.59	49.51
WorkStar Health Services, Inc.	2,032	3,228	6.41	0.82	44.05	46.29
Statewide Average			**6.50**	**1.15**	**49.88**	**52.93**

*The dashed lines above represent the statewide average.

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