

Number of employers

This number represents those employers who were assigned to the MCO as of Dec. 31, 2000.

Number of claims

This represents the total number of new claims assigned to the MCO with dates of injury and BWC filing dates between March 1, 1997, and Dec. 31, 2000. Since claims are filed constantly, this number will continuously increase.

First report of injury (FROI) timing

The sooner a claim is filed, the sooner medical treatment and benefits can be delivered, and the quicker an injured worker 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 was filed with BWC. The average is based on claims with dates of injury between March 1, 1997, and Dec. 31, 2000, and BWC filing dates between Jan. 1, 2000, and Dec. 31, 2000, with the 5 percent of claims with the longest lags removed.

This measure is a reflection of how long it takes BWC to be notified of an alleged claim. 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 BWC.

Degree of disability management (DoDM)

The DoDM model measures the individual return-to-work outcomes of each MCO. It measures return to work by looking at the injury(s) and occupation of the injured worker. For example, a construction worker who breaks a leg is expected to be off work longer than an office worker because of how the injury relates to his or her job.

DoDM compares the actual time lost against BWC benchmarks. These benchmarks are identified as loosely managed and well managed. DoDM only counts injured workers that remain at work for 90 days or more after returning to work from an injury. An MCO's individual DoDM score is based on the MCO's progress from its loosely-managed benchmark toward its well-managed benchmark.

According to the MCO Report Card, all MCOs have met the minimum benchmark set by BWC.

Employer satisfaction

An independent consultant surveyed employers who have injured workers with claims filed between Jan. 1, 2000, and Sept. 30, 2000. The survey was conducted between January and March 2001. Employers answered five questions ranking customer satisfaction using the scale below. MCO employer satisfaction is the composite score from the questions below.

The respondents used the following scale:

- 5 – Very satisfied
- 4 – Satisfied
- 3 – Somewhat satisfied
- 2 – Unsatisfied
- 1 – Very unsatisfied

Questions

How satisfied are you with the following areas of service provided by your MCO?

1. The service received from your MCO.
2. The medical management provided to your employees by your MCO.
3. Your ability to contact your MCO when needed.
4. The quality and quantity of the educational, training and other materials received from your MCO.
5. Your MCO's effort to provide appropriate early return to work and rehabilitation strategies.

5.0 is the highest score an MCO can achieve.

Injured-worker satisfaction

An independent consultant surveyed injured workers with claims filed between Jan. 1, 2000, and Sept. 30, 2000. The survey was conducted between January and March 2001. Injured workers answered seven questions ranking customer satisfaction using the scale below. MCO injured worker satisfaction is the composite score from the questions below.

The respondents used the following scale:

- 5 – Very satisfied
- 4 – Satisfied
- 3 – Somewhat satisfied
- 2 – Unsatisfied
- 1 – Very unsatisfied

Questions

How satisfied are you with the following aspects of service related to your workplace injury?

1. The information you have received from your MCO about how BWC's managed care plan works.
2. The choice of doctors available to you after you were injured.
3. The service you received from your MCO such as treatment approach and quick responses to requests.
4. Your ability to contact your MCO when needed.
5. The payment of your medical bills.
6. The medical treatment and medications you have been receiving since your injury.
7. Are you currently back to work.
 - If yes: How satisfied were you with efforts to help you return to work or to receive rehabilitation services?
 - If no: How satisfied are you with efforts under way to help you return to work or to receive rehabilitation services?

5.0 is the highest score an MCO can achieve.

MCO Report Card 2001

BWC

Better Workers' Compensation

Built with you in mind.



Governor Bob Taft

Administrator/CEO Jim Conrad

MCO Report Card 2001

To help employers evaluate the performance of managed care organizations (MCOs) participating in the Health Partnership Program (HPP), the Ohio Bureau of Workers' Compensation (BWC) has created the MCO Report Card. The Report Card measures components contributing to the quality of health-care services, timeliness of service and customer satisfaction.

The components are first report of injury (FROI) timing, degree of disability management (DoDM), employer satisfaction and injured worker satisfaction. Each of the components and how the MCO was measured are described on the back page. BWC also has included the number of employers and number of claims filed during the time period noted in the definitions on the back page.

For more information about how to select an MCO or the MCO Report Card, call 1-800-OHIOBWC or visit us on the Web at www.ohiobwc.com.



Since BWC implemented HPP, claims filing delay has dropped from 45 days to 11 days. Filing a claim early means injured workers get quicker access to health care and return to work sooner. National statistics point to early claims management as a key to reducing associated workers' compensation costs.

1-800-OHIOBWC
www.ohiobwc.com

MCO Report Card 2001



| MCO | Number of employers | Number of claims | First report of injury timing | Degree of disability management | | Employer satisfaction | Injured worker satisfaction |
|-------------------------------|---------------------|------------------|-------------------------------|---------------------------------|--------------|-----------------------|-----------------------------|
| | | | | Loosely managed | Well managed | | |
| MCO average scores | | | 10.96 | | | 4.10 | 3.89 |
| 1-888-OHIOCOMP | 4,867 | 16,368 | 11.36 | | | 3.93 | 3.89 |
| 3-Hab | 3,585 | 7,718 | 11.18 | | | 4.24 | 3.90 |
| Advocare | 5,079 | 6,372 | 12.58 | | | 4.02 | 3.91 |
| ALPS CompCare | 4,833 | 2,697 | 14.50 | | | 4.19 | 3.98 |
| AultComp | 4,301 | 13,586 | 8.32 | | | 4.23 | 4.04 |
| AVATAR COMP | 8,943 | 5,924 | 17.20 | | | 4.01 | 3.79 |
| CareWorks | 51,586 | 291,200 | 10.25 | | | 4.09 | 3.91 |
| CompManagement Health Systems | 24,600 | 118,276 | 11.44 | | | 4.10 | 3.88 |
| Comprehensive Medical Care | 5,475 | 2,632 | 17.42 | | | 3.99 | 3.98 |
| Corvel Corporation | 8,974 | 41,805 | 10.00 | | | 4.11 | 3.79 |
| CRA Managed Care | 6,964 | 19,507 | 12.93 | | | 4.02 | 3.86 |
| Crawford & Company | 5,435 | 6,598 | 14.09 | | | 4.07 | 3.97 |
| Family Health Plan | 2,562 | 7,953 | 10.79 | | | 4.21 | 4.06 |
| Gates McDonald Health Plus | 54,222 | 136,956 | 11.34 | | | 4.17 | 3.95 |
| GENEX Care for Ohio | 5,171 | 4,831 | 12.29 | | | 4.00 | 3.73 |
| Health Management Solutions | 12,142 | 15,410 | 12.53 | | | 3.92 | 3.84 |
| Integrated Comp | 25,473 | 70,893 | 11.12 | | | 4.01 | 3.82 |
| Klais & Company | 4,729 | 3,033 | 14.17 | | | 4.05 | 4.06 |

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|---|---------------------|------------------|-------------------------------|---------------------------------|--------------|-----------------------|-----------------------------|
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| MCO average scores | | | 10.96 | | | 4.10 | 3.89 |
| Managed Medical Assurance Co. Ltd. | 4,322 | 2,448 | 18.37 | | | 4.14 | 3.89 |
| Medical Administrators Inc. | 7,389 | 13,389 | 9.74 | | | 4.23 | 3.83 |
| Occupational Health Management Inc. | 978 | 255 | 18.37 | | | 4.23 | 3.90 |
| Ohio CompChoice Inc. | 1,534 | 2,578 | 17.36 | | | 4.02 | 3.91 |
| Ohio Employee Health Partnership | 7,954 | 31,392 | 9.73 | | | 4.02 | 3.82 |
| Paramount Preferred Network | 2,288 | 8,402 | 11.27 | | | 4.05 | 3.77 |
| Premier Comp of Hometown Health Network | 6,272 | 10,131 | 9.49 | | | 4.23 | 3.88 |
| Premier Managed Care Inc. | 5,517 | 9,653 | 11.72 | | | 4.06 | 4.00 |
| Protegrity Services Inc. | 8,109 | 10,206 | 14.71 | | | 3.92 | 3.78 |
| Sheakley UNICOMP | 33,170 | 134,233 | 10.77 | | | 4.15 | 3.76 |
| Solidarity Managed Care | 0 | 0 | 0.00 | NA | | NA* | NA* |
| SummitComp | 1,765 | 3,410 | 8.25 | | | 4.36 | 3.97 |
| Team Health | 1,359 | 2,500 | 10.93 | | | 4.24 | 4.09 |
| The Health Plan | 2,077 | 3,142 | 9.44 | | | 4.21 | 4.13 |
| Total Health Management | 5,884 | 5,680 | 11.38 | | | 4.17 | 4.00 |
| University Comp Care | 10,868 | 26,409 | 9.13 | | | 4.23 | 3.95 |
| Vantage Occupational Health Plan | 2,805 | 5,406 | 11.18 | | | 4.12 | 3.96 |

* Solidarity Managed Care Organization had no employers assigned to them on 12/31/2000 and has no scores for the 2000 Report Card.

Information on MCO measurement is described on the back page.