



# managed care solutions



Sedgwick connects care and claims management solutions with one team operating in one system. Our multi-disciplinary team provides guidance and support to help achieve the best and fastest recovery outcome for each injured employee.

Sedgwick offers an integrated, outcomes-focused approach that includes identifying top-performing providers, coordinating the claims process, and using case management services to help improve the employee's overall health and well-being.

From the first call to report an injury soon after an accident occurs to the moment our examiner closes the claim, each service we provide is connected every step of the way. By connecting services such as pharmacy programs, case management, behavioral health, return to work, bill review and claims management on the same technology platform, we help our clients control costs and improve outcomes.

## Focusing on employee care

The difference between Sedgwick and other workers' compensation managed care companies begins with a healthcare model built on the following guiding principles, which are fully integrated into the claims administration process:

### 1. Deliver quality, timely care to the injured employee

We believe the best healthcare comes from the best physicians and not necessarily the ones offering the lowest PPO fees. Our focus is on identifying those top physicians and giving them the freedom to practice medicine that provides positive outcomes. We collaborate with providers on a peer-to-peer

level to ensure we all work together to identify the care needed to yield the best outcomes for the injured employee.

- Our benchmarking criteria focuses on identifying providers who deliver high value. In addition to becoming industry partners, they become advocates for injured employees. This approach ultimately lowers costs by ensuring quality care designed to foster prompt, appropriate return to work while minimizing the risk of litigation. We have designated resources for continuous validation of provider information, allowing for accuracy and excellent service for healthcare referrals and panel production.

### 2. Streamline the care delivery model

Delivering effective care and improving efficiencies for physicians and providers creates opportunities for excellence along the workers' compensation continuum. Our goal is to help injured employees easily access physicians affiliated with the best performance in workers' compensation health-care. By simplifying billing for providers and ensuring they are paid promptly, we create better dialogue and stronger relationships.

- With its regulations, guidelines, and demands of employers and employees, workers' compensation is difficult enough. We make sure all the steps we guide clients through are as simple as possible.



### 3. Drive desktop efficiencies for our colleagues

Most workers' compensation managed care programs take examiners out of the equation; we believe they play a pivotal role. Their decisions can guide services, outcomes and costs. We constantly look for ways to improve efficiencies for examiners, so they can focus on correct compensability, timely payment of benefits and efficient management of claims.

- Access to fully integrated claims information and resources is just a click away for our examiners.

### 4. Ensure positive impact to cost of risk

We strive to manage the total cost of risk by measuring program results from several perspectives including medical, indemnity and expense. The scope of our health-focused managed care solutions allows our clients to compare their cost to others in their industry. This provides them with important benchmarks that enable them to focus on annual improvements.

## Providing the right tools and technology

We believe nurses, medical providers, claims examiners and clients have a stake in the processing of claims. We want to ensure they have all the tools and information they need in a way that is fully integrated and readily available. Sedgwick's proprietary claims management system is the foundation for our approach to better care and outcomes for our clients.

Our platform gives examiners access to comprehensive resources that are critical to the management of care. They can click to make referrals, approve treatment, order durable medical equipment, and even schedule provider appointments. Equally impressive is what examiners don't have to do with

our system – cut and paste data, go to multiple databases to pull information about injured employees and make duplicate requests for medical records.

It's not just the claims examiners and our nurses who benefit from direct access to these tools; clients can also easily view treatment plan decisions and other important claims information in our client facing system, viaOne®. We believe our connectivity and overall approach also drive results and outcomes, and help bring efficiencies and cost savings to the entire managed care process. When bills come in they can be auto-processed because all the information is readily available and the proper protocols were taken at every step of the process. Time doesn't have to be taken to review, correct, or resubmit information.

### Time tracking

Another important tool we offer examiners and nurses is time tracking. It allows clients to manage episodes of lost time associated with a payment as well as episodes that may not yet have a payment scheduled. Our examiners, nurses and clients can track return to work, restricted duty, intervals between work, and on and off works days.

Time tracking information is also tied to the Official Disability Guidelines, which are embedded in the system along with diagnostic codes. With the coding necessary to define the claim, the examiner has access to the percentile breakouts of the expected duration of that claim. In conjunction with the time tracking information and collaboration with providers, this becomes a powerful tool for setting expectations related to return to work.



This feature provides a number of benefits. For example, if a physician notes that an employee could return to work, but only in a limited capacity, such as no heavy lifting or stairs, we can record and communicate that information ensuring a prompt return to work within medical recommendations. The system also calculates every day until the employee is back at work. If there were missed opportunities for the employee to have returned to the job earlier, we can “turn those days into dollars,” providing an important snapshot for the employer and creating opportunities to identify and address future problems.

Plus, our time tracking feeds directly into payroll and benefits to ensure the correct amount of time is allocated as compensation time versus work time; the data is communicated, tracked and integrated so adjustments can be made.

## Connected care

Online, push and mobile technology enable us to engage injured employees and help manage their care more effectively. Sedgwick offers several solutions to help employees stay connected including:

### Clinical consultation

Upon injury, a call is made to Sedgwick’s 24/7 nurse line. Our nurses review the injured employee’s symptoms, and recommend first aid/self-care, telemedicine or refer them to a provider. If the employee is referred to a physician, we use our provider benchmarking and search tool to locate top-performing local providers. Our clinical consultation

service removes medical care decisions from supervisors and managers, and ensure a clinician becomes involved earlier in the claims process.

### Telemedicine

Through Sedgwick’s clinical consultation service, our nurses guide employees to telemedicine through careful triage of their treatment needs and technology access. It includes on-screen care provided by an occupational medicine physician who is specially trained in telemedicine.

### TelePT

With our telePT service, injured employees who are prescribed physical therapy receive on-screen care from licensed physical therapists who are specially trained in telePT. Employees learn correct exercises, appropriate muscle use, posture and positioning.

### mySedgwick

With our self-service tool, previously called viaOne® express, injured employees can view details about their claim and take charge of their recovery experience. mySedgwick allows employees to easily update information and keep the process moving forward, using web or mobile access to confirm return to work dates, securely interact with their claims professional, request a call from their assigned nurse case manager, report new claims or intermittent absences, sign up for direct deposit, search for a medical provider specializing in occupational injuries in select states, securely upload claim or medical documents, information or images, view and complete medical authorization and medical history release forms, and much more.



Additional features include configurable dashboards, alerts and push communication options. mySedgwick offers responsive design, which adapts to any device and offers full functionality on personal computers, tablets or smartphones.

## Tools to improve surgery outcomes

When surgery is needed, our telephonic nurse case managers will engage injured employees with prehabilitation via cutting-edge technology. Using their computer or mobile device, the employee will receive brief daily lessons carefully selected to improve preoperative physical strength, nutrition and well-being for a better recovery. The daily guidance continues after surgery to support post-op recovery efforts. Movements such as steps and range of motion are measured to help track the employee's progress.

The breadth of our solutions means that clients can get every service they need – from benchmarking physician outcomes for quality of service to creating return to work programs – all under one roof, delivered with the highest customer service levels in the industry.

Our flexible model provides a data-driven, clinically-focused method for clients with options to help them manage key medical costs. It includes a national provider benchmarking program, integration of health and wellness data, referrals during the claim process, and a national approach to utilization review and clinical management.

## Measuring effectiveness

While having the best technology, resources and tools are of vital importance to clients, we believe one of the most important benefits we offer is the ability to measure and analyze the results of our programs and services.

When measuring results, Sedgwick stresses the importance of managing the total cost of risk and not just a single element of a workers' compensation program. We look at medical, indemnity and expenses, as well as any other factors that impact your costs.

If pharmacy costs are going up, it's not simply a matter of recording that information. It's important to look at the type of drugs impacting spend, physician dispensing patterns, drug appropriateness and utilization. Only when you dig down to this level can you begin to influence the trend. Sedgwick's in-house pharmacists, physicians and specially trained clinicians lead the industry in point-of-sale and complex pharmacy solutions. Our systematic and comprehensive pharmacy intervention services focus on drug safety first. Reduction in pharmacy spend always follows the focus on safety and intervention.

## More than managed care

Because we represent a number of leading workers' compensation programs, we can provide important benchmarks and comparisons for industries, regions and other organizations. We believe this level of focus on total cost of risk and investment provides our clients with true ROI and real value.



## Our commitment to clients

Today, our managed care continues to lead the industry with ongoing innovations. We are committed to helping clients maximize the value of their care programs. We have more than 500 industry experts on our clinical and managed care services teams ready to meet your needs and answer your questions.

## Employee care solutions

- 24/7 clinical consultation
- Telemedicine
- TelePT
- Utilization review
- Telephonic case management
- Behavioral health services
- Return to work services
- Complex pharmacy management
- Field case management
- Physician advisor/peer review
- Catastrophic care management

## Review and support solutions

- National provider benchmarking
- Medical bill review
- Medical networks
  - Outcomes, quality-based network
  - PPO, MCO, MPN and HCN
- Specialty networks
  - Pharmacy benefit management
  - Medical equipment and supplies
  - Physical medicine and rehabilitation
  - High-end radiology and diagnostics
  - Home health
  - Rideshare
  - Translation

**Contact Sedgwick today to learn more about our managed care services.**

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