



physician advisor network



Our physician advisors enhance the utilization review process, and provide medical and pharmaceutical expertise to help our clients and their injured employees continue to achieve the best possible outcomes.

Physician advisors play a vital role

In the workers' compensation industry, a physician advisor is a mandatory resource who assists with key decisions that can significantly impact the outcome of a claim, such as the denial of inappropriate medical treatment or medication. The same is true in the disability arena, where physician advisors help support disability benefits, ensure Official Disability Guidelines are followed and assist with independent reviews.

Sedgwick's innovative solution for physician advisor engagement supports the utilization review process, and facilitates proactive and aggressive medical management. The program includes a streamlined front-end documentation process for improved accuracy. Our in-house physician advisors, combined with our established partnerships with vendors including MES Solutions, ExamWorks and Dane Street, form an extensive national network.

Key benefits

Our physician advisor network provides additional medical oversight and helps employers control claim costs. We offer nationwide coverage through a network of top performing, actively practicing physicians who are licensed and credentialed.

The benefits of our program include:

- Treatment requests are reviewed following evidence-based medical guidelines to ensure protection and safety for injured employees
- Costs are reviewed to confirm treatments are necessary to expedite recovery and return to work
- A "Click to Refer" feature provides an immediate referral option and the ability to "match and attach" medical reports and information; physician advisors' reports are attached to claims for prompt review
- Electronic invoicing ensures an efficient, accurate payment process on behalf of the customer
- Formal service expectations are managed and audited by Sedgwick including multi-level reporting capabilities
- Clients with workers' compensation programs managed by Sedgwick are automatically enrolled



Streamlined process

Our consistent procedures and built-in system options help to ensure all parties stay informed throughout the process.

- Sedgwick’s nurses, case managers and claims examiners can select a physician advisor using the “Click to Refer” option in the Managed Care Referral screen
- Our physician advisor network will select the appropriate advisor assignment in accordance with jurisdictional guidelines or specialty match requirements. Once the assignment is confirmed, the physician advisor will:
 - Conduct a file assessment and evaluate all current medical information related to the treatment request
 - Contact the treating physician to discuss recovery goals, treatment alternatives, if appropriate; and medication weaning plans
 - Ensure the injured employee has optimal symptom relief and function
 - Document the results and recommendations, and then submit them to Sedgwick; the nurse/examiner will receive a diary when the physician advisor’s decision is available

Quality assurance

All providers selected to be in our physician advisor network must adhere to Sedgwick’s service expectations and audit process, and support our quality assurance objectives.

The key features of our network that help ensure quality include:

- URAC accreditation – all participating network partners are URAC accredited in the Workers’ Compensation Utilization Management and/or Independent Review Organization programs
- Provider performance agreements that cover:
 - Compliance with the treating provider’s outreach attempts for peer contact
 - Peer contact success rate
 - Quality of the report
 - Financial accuracy
 - Client satisfaction
 - Audit results
- Guaranteed turnaround times to meet regulatory requirements
- A reporting package that covers common service level metrics, utilization and service quality
- Data outcomes collection and future provider benchmarking capabilities
- Dedicated account management support

Contact Sedgwick today to learn more about our physician advisor network.

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