

# UTILIZATION REVIEW

## Utilization Review

Medical treatments cost employers millions of dollars every year, and often provide little or no medical benefit to injured workers.

That's where Advantage WorkComp Services' Utilization Review comes in. Our team of experienced medical professionals ensures injured workers get the best treatment possible, while working with preferred providers to control costs and determine appropriate medical care.

Advantage's team, which consists of a medical director, registered nurses, occupational physician specialists and trained technicians, uses state-of-the-art software and years of professional experience to determine appropriate treatments.

When a request for medical services is received, either telephonically or electronically, our utilization professionals will provide medically appropriate decisions regarding treatments and offer alternatives for care — all in a timely manner for both doctor and employee.

And if a provider's proposed medical treatment differs with our nationally recognized protocols, Advantage's medical director can intervene to



ensure an adequate resolution is reached for both parties, or counsel your staff in this area.

In addition, our Utilization Review department negotiates the costs of services and monitors the quality of products and services with vendors who provide durable medical equipment and ancillary healthcare services.

Advantage's Utilization Review is a key element in its managed care services. Its objective is long term, quality medical services, not just short-term economic goals. Advantage's strategies ensure appropriate medical services for the injured worker and control claims costs without compromise to medical care.

*Service specifications on reverse.*

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Advantage's Utilization Review team is composed of registered nurse reviewers with workers' compensation experience and technical support staff who have extensive medical experience. Our medical director is a practicing physician who specializes in occupational medicine. We also employ a panel of physician consultants who are all practicing physicians and have workers' compensation and occupational health experience.

## **Services**

- Medical necessity review of surgical procedures, diagnostic testing, physical therapy, occupational therapy, chiropractic therapy, and durable medical equipment.
- Review of treatment protocols and diagnosis for over-utilization and/or appropriateness.
- Prospective, concurrent and retrospective review of hospital admissions for length of stay, levels of care and discharge coordination.
- Maximize referrals to PPOs.
- Coordination and arrangement of home health, durable medical equipment and other - medical services.
- File evaluation for referral to case management.
- Bilingual (Spanish) support.

## **Services provided by our medical director**

- Detailed medical necessity reviews with written recommendations.
- Adjuster consultations.
- Evaluation of medical causation.
- Review of impairment ratings.
- Peer to peer discussion on difficult files.