

managed care

**comp** **mc**<sup>®</sup>



total managed care solutions.

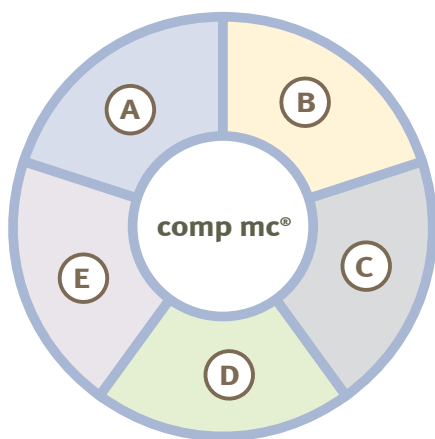


customized. connected. compassionate.

In an era of rising health costs, how can you balance your need to cut expenses with your employees' need for fair and compassionate care? At CCMSI, you'll discover the perfect balance through a sophisticated system that combines technology with just the right amount of human intervention to deliver what matters most to you.



Specialty Networks. Preferred provider networks. And user-defined actions that allow you to handle difficult calls in a proactive manner. **comp mc**<sup>®</sup>—our managed care program—unites our best-in-class claims-handling practices with the support of our advanced proprietary risk management systems to reduce your medical costs and decrease employee absence times.



**comp mc**<sup>®</sup> coverage options

- A. Bill Review
- B. PPO Networks
- C. Telephonic Case Management
- D. Specialty Networks
- E. Pharmacy

Choose Your Piece of the Pie.

## Unlike our competition...

We don't believe in an "all or nothing" approach. That's why **comp mc**<sup>®</sup> allows you to choose the specific options you want for customized coverage at a price you can afford. With **comp mc**<sup>®</sup> you'll enjoy:

- The freedom to work with your existing nurse.
- The convenience of proprietary software that allows nurses to enter their notes online.
- The flexibility to create your own service package.
- The savings of a flexible pricing structure.

**comp mc**<sup>®</sup> —the flexible choice.

We give you  
**direct access**  
to the numbers you  
need via the internet.



#### REPORTING

It takes objective and definitive data to assess the success of your managed care program and enhance its performance. So we give you direct access to the numbers you need via the Internet. Using a secured portal on our website, you can generate any number of reports from our report library to gauge a wide range of variables, including PPO penetration and/or savings by a specific location; PPO penetration and/or savings by state; or a composite for your entire program.

#### DELIVERING WHAT MATTERS MOST

It's hard to find the balance between the coverage your employees demand and the cost-savings you need to keep a competitive edge. But there is an affordable solution—one with the flexibility to combine the services you want with the vendors you prefer in one integrated system. From proactive protocols to convenient Internet access, **comp mc**® offers the one solution that delivers what matters most to you.

[www.ccmsi.com/services/managed](http://www.ccmsi.com/services/managed)



For more information, call 800.252.5059,  
or visit us on the Web today at  
[www.ccmsi.com/services/managed](http://www.ccmsi.com/services/managed)



# comp mc<sup>®</sup>

## THE KEY COMPONENTS OF COST-EFFECTIVE CARE

It takes a network of medical providers, integrated review processes and a team equipped with the right tools and experience to make a complex system simple and easy to use. At CCMSI, we accomplish that through the following key components:

### PREFERRED PROVIDER NETWORKS

Our unique preferred provider organization (PPO) strategy draws on the strength of several national networks, augmented with excellent regional and local networks to maximize coverage in specific geographic regions. In addition, we can customize your specific program by integrating client-negotiated provider discounts. This mosaic approach helps you realize maximum network coverage at a minimal cost.

### PROVIDER BILL REVIEW

Both comprehensive and efficient, our extensive bill review process uses one of the industry's most robust software

programs to:

- *Upload fee schedule revisions for each state as they're released, insuring regulatory compliance and maximum savings.*
- *Receive timely electronic updates of treatment protocol guidelines for usual and customary bill review.*
- *Improve workflow processes by using optical character recognition (OCR) and document management integration technology to maximize consistency.*
- *Receive provider bills electronically via the internet.*

### THIS ADVANCED TECHNOLOGY HELPS YOU:

- *Eliminate excessive and duplicate charges.*
- *Identify billing infractions such as unbundling procedures, etc.*
- *Customize rules to identify and divert*

*predefined bills for certain injuries and/or procedures to a nurse case manager for review and challenge.*

Payment data is electronically uploaded to the system on a daily basis, while all provider bills and explanation of review (EOR) images are integrated into our claims application (Toolbar) once the review process is complete.

### INTEGRATED PHARMACY PROGRAM

comp mc<sup>®</sup> has an integrated pharmacy program tied directly to our bill review software and proprietary claims software. This allows us to capture "First Fills" and adjudicate pharmacy claims directly online at the time of the dispensing. The comp mc<sup>®</sup> pharmacy program ensures pricing below state fee schedule or usual and customary rates (UCR) and allows reports to reflect pharmacy costs as they relate to total medical expenditures. ■



## DIAGNOSTICS

CCMSI **comp mc**<sup>®</sup> includes a diagnostic scheduling and discount network. Services include:

- *Full Service scheduling (MRI, CT, EMG, Bone Scan, Arthrogram & PET Scan)*
- *Email or Fax appointment notifications*
- *Email or fax medical reports*
- *Dedicated scheduling and account management teams (including ability to electronically transmit a referral from CCMSI's proprietary claims system, Toolbar. The form auto-populates with the claimant information speeding the referral process.)*
- *4 ways to schedule; phone, email, fax or Web*
- *Outstanding savings results locally.*
- *Average turnaround from time of referral to receipt of the diagnostic report = 5 days*

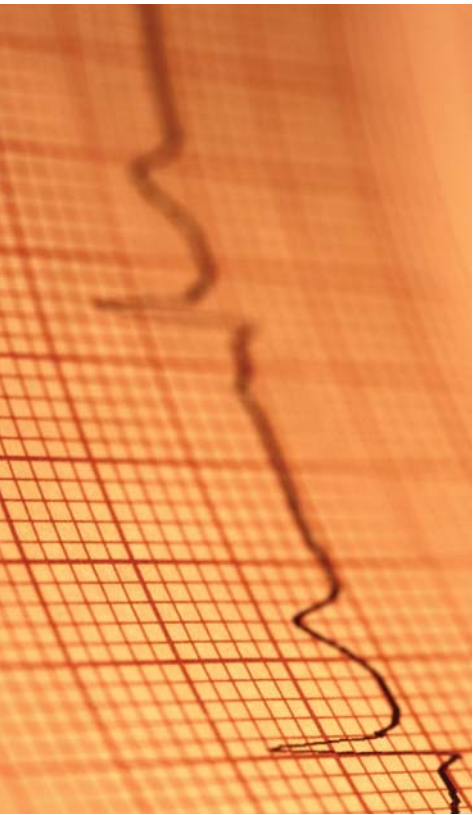
## SPECIALTY BILL REVIEW

CCMSI's **comp mc**<sup>®</sup> program also provides access to specialty bill review. Inpatient/outpatient hospital bills, ambulatory surgery bills, high dollar professional service bills, ambulance bills (especially air ambulance) and implant bills (where no PPO discount applies and that meet certain dollar thresholds) are reviewed by **comp mc's**<sup>®</sup> specialty bill review.

## PHYSICAL THERAPY/OCCUPATIONAL THERAPY/CHIROPRACTIC

CCMSI's **comp mc**<sup>®</sup> program also contains a specialty network for PT/OT/Chiro providers. Through this program, we are not only able to obtain reductions below Fee Schedule and Usual and Customary amounts, we are also able to take advantage of their medical review and scheduling services. (Treatment utilization is reviewed and compared with nationally recognized guidelines for the specific diagnosis making this PPO unique.)

The Client will have the choice of implementing these programs for their employees.



At CCMSI, we'll help you achieve a strong, interactive approach to medical cost management that's predicated on your specific loss experience and/or specific corporate culture.



## comp mc<sup>®</sup> gives nurses the ability to keep online notes via our Internet Claims Edge (iCE) system.

### UTILIZATION/DISABILITY MANAGEMENT

At CCMSI, we understand the direct correlation between proactive nurse case management and early return to work. And we rely on this critical concept to achieve maximum cost savings. Whether you use our proprietary nurse case management resources or employ a preferred partner, it's essential that nurse case managers are actively involved in the return-to work process. Their ability to successfully interact with all parties, establish and guide treatment plans, and provide instructional and educational support to injured employees ensures the realization of optimal outcomes for everyone involved. Our objectives in this area include:

- *Fostering a team approach that encourages nurse case managers and claims adjusters to coordinate and monitor appropriate, cost-effective medical treatment for injured employees.*

- *Working together to develop an early return-to-work plan for injured employees by obtaining the necessary functional job capability information from clinicians and integrating it with the employer's transitional job description.*
- *Helping employees achieve maximum medical improvements so that they can return to their jobs at full-capacity at a future date when an early return-to-work plan is not feasible.*
- *Assisting employees in reaching maximum medical improvement when it's unlikely that they will return to your employment.*
- *Monitoring provider utilization by comparing the frequency and duration of care with diagnosis-specific treatment plans utilizing the nationally recognized disability guidelines.*
- *Reviewing hospital admissions for the*

*medical necessity of inpatient care. [This review is completed for the pre-admission, hospital stay and discharge periods of hospitalization. All treatment plans are documented in the bill review system to make sure that medical bills are adjudicated according to the nurse case manager's protocols.]*

While these broad brushstrokes provide a glimpse of what we do, they don't paint a full picture. And that's simply because we believe in making you part of the solution. At CCMSI, we'll help you achieve a strong, interactive approach to medical cost management that's predicated on your specific loss experience and/or specific corporate culture. In other words, when you work with us, we'll work with you to design a disability management program, built from the ground up to achieve your corporate goals. ■





For more information about **comp mc<sup>®</sup>**  
visit us online at  
**[www.ccmssi.com/services/managed](http://www.ccmssi.com/services/managed)**  
or call us at  
**800.252.5059**