



OKLAHOMA
CERTIFIED WORK PLACE MEDICAL
PLAN
“CWMP”
EMPLOYER HANDBOOK

Table of Contents

<i>Contents</i>	<i>Page Number</i>
• Background	3
• Program Highlights	3
• Coventry CWMP Support	3
• Carrier and TPA Responsibilities	3
• Implementation into the Coventry CWMP	4
• The Coventry CWMP Network	5
• Treatment by a Non-network Provider	6
• Utilization Review	6
• Dispute Resolution Process	7
• Change of Treating Physicians	7
• Case Management	8
• Work Place Health & Safety Consultative Services	8
• Quality Improvement	8
• Grievance Process	8
• Helping You Reach Your Goals	8

Other Helpful Materials Referenced and Available Upon Request

- Initial Letter to Employees
- Worksite Poster
- Employee Notice
- Dispute Resolution Process & Form
- Grievance Process & Form
- Employer Presentation

Background

We are committed to the well-being and safety of employees. As part of our commitment, we want to establish that every employee who sustains a work-related injury obtains prompt medical care, is treated at the most appropriate level of care, and returns to work as soon as medically feasible. Coventry is a nationwide company providing access to a preferred provider network, care management and quality improvement under the Certified Work Place Medical Plan (CWMP).

This handbook will explain the process and responsibilities for providing the CWMP program to employers and injured workers.

Program Highlights

The goal of Coventry's Oklahoma CWMP is twofold: to provide medical cost management services certified by the State of Oklahoma and to give maximum medical and indemnity cost savings without compromising quality of care. Components of Coventry's CWMP include:

- Certification
- The Coventry CWMP Network and channeling tools
- Utilization Review
- Case Management (and other CM services where necessary)
- Quality Improvement
- Dispute and Grievance resolution
- Sample CWMP Employee Materials

Coventry CWMP Support

The CWMP requires a coordinated effort between Coventry, the Carrier/TPA and Employer. Here are key Support Numbers:

- Telephonic Channeling: (800) 937-6824
- Electronic Directory Website www.talispoin.com/cvty/guard
- Utilization Review & Disputes (800) 354-3053
- Case Management (800) 355-4434
- Coventry Grievance Coordinator (800) 262-6122
- General CWMP Questions: (800) 937-6824

Carrier's or TPA Responsibilities

To support the CWMP program, Carriers or TPAs will support the following activities:

- Provide sample materials to employers
- Receive the First Report of Injury
- Support Claims Management
- Initiate Utilization Review or Case Management to Coventry
- Direct to the Network (CWMP) whenever possible
- Support Disputes or Grievances related to Compensability, Eligibility, Benefits and Payment

Implementation into the Coventry CWMP Program

Employers play a key role in this program to implement the CWMP and provide the initial information to the injured workers at the time of injury.

Prior to Implementing the program with employees, the following activities must occur:

- ***Review all employee materials*** and tailor them to your needs. Confirm all telephone numbers support the program and are populated on the employee materials.
- ***Designate the Treating Physician*** – Review the list of available CWMP providers through the Coventry electronic directory at www.talispoint.cvtv.guard. Choose those closest to the worksite.
- ***Create worksite posters*** and post them at each employer location. Sample worksite posters were provided with your policy.
- ***Train the staff*** about the CWMP program so they are aware of their responsibilities once an injury occurs.

At Implementation

- ***Send Initial Letter***, Dispute Overview and Form and Grievance Overview and Form to Employees about the CWMP program. This letter can be distributed to the employees in the following formats:
 - As payroll staffers
 - Through informational meetings
 - Through the mail
 - By using other methods that may be tracked to confirm the employee's received the information
- ***Answer general questions*** about the CWMP
- ***Post other CWMP materials*** at the work location including a copy of the Employee Notice, Dispute Process and Form and Grievance Process and Form.

At Time of Injury

Getting information to the injured worker at the time of injury is crucial so the injured worker understands his/her role and responsibility under the program. Here are the activities that must occur at injury:

- ***Complete the First Report of Injury*** and send to carrier/TPA
- ***Provide the Injured Worker with the Employee Notice***, Dispute and Grievance Processes and Forms at the time of injury

- **Direct the Injured Worker** to care:
 - For emergency services - If the injured worker requires emergency or immediate medical attention during business hours or any care needed after business hours, assist the injured worker in going to the nearest general acute care hospital or urgent care center.
 - For non-emergency services - If the injured worker requires medical care that is NOT an emergency, direct the injured worker to the Treating Physician noted on the worksite posters.

The Coventry CWMP Network

The CWMP network is composed of hospital, physicians and ancillary services. Coventry is approved in all counties.

Channeling Tools for Locating a Participating Provider

Coventry provides the following network channeling tools to assist in finding available Network providers:

- An annual Provider Directory
- Electronic directory services via the Internet at www.talispoint.com/cvty/guard
- Telephonic directory services via the toll-free number: (800) 937-6824

Electronic Directory Services via the Internet at www.talispoint.com/cvty/guard

The electronic directory is easy to use to search for a hospital, physician or clinic in the Coventry CWMP network. The electronic directory may be searched for a provider by zip code within a user-defined radius, county, city or provider name. The directory tool also allows users to produce maps and directions to providers. Electronic directory requires only basic Internet access and a password. The directory is the most current provider information.

Additionally, Coventry offers directory-maker and worksite poster online tool capabilities. These tools can be accessed through a portal page that Coventry offers. The directory-maker application produces formatted, complete directories based on specifications for both search criteria and formatting. The worksite poster application produces customized provider panels for posting at employer locations. The client portal page has comprehensive information related to all Coventry workers' compensation products, as well as fee schedule synopses and other important industry resources such as links to managed care legislation.

The Telephonic Directory

The telephonic provider directory is available 24 hours and can be accessed by calling (800) 937-6824.

Network Direction

Employers should direct in network for all care (except emergencies) under the CWMP. Hospitals and Treating Physicians must be available within 30 minutes or less and Specialists within 60 minutes or less of the work location. The worksites should list the nearest hospital and Treating Physicians. There may be an exception where the injured worker may go to a non-CWMP provider. (See Non-Network Access for more information.)

Treating Physicians

As part of the CWMP, employers may identify the Treating Physician the injured worker must use. Prior to implementation, review the Coventry CWMP providers and choose Treating Physicians that are within 30 minutes of each work location.

Create worksite posters using Coventry's Channeling Tool via the website at www.talispoint.com/cvty/guard. Worksite posters should include at least one (1) hospital and treating physician where injured workers should go to receive care at the onset of the injury.

Treatment by a Non-Network Provider

In some circumstances, the injured worker may use a non-network provider. In order for a non-network provider to be used, access requires prior approval (except for emergency situations) and the non-network providers must agree to adhere to the CWMP requirements. Injured Workers who use a non-network provider without prior approval may be liable for the charges. Following are the exceptions that will be approved through the CWMP.

- For emergency or after-hours urgent care;
- If the injured worker's notice of injury and subsequent treatment occurred prior to the implementation of the Coventry CWMP;
- When authorized treatment is not available through the providers of the Coventry CWMP; or
- If the state directs the injured worker to a non-network provider.

Access to a non-CWMP provider requires prior approval.

Utilization Review

Once the employer distributes the Employee Notice to the injured worker, and completes the First Report of Injury, the carrier or TPA initiates utilization review (UR) to Coventry.

Following is a list of services Coventry recommends for utilization review:

- Physical Therapy > 6 visits
- Vax-D
- Chiropractic treatments > 6 visits
- Acupuncture > 3 visits
- Repeat Diagnostics
- Myelograms
- Discograms
- Inpatient hospital stays
- All surgeries
- IDET
- Psych Testing
- Weight Loss Programs

- Chemical Dependency Programs
- Inpatient Pain Management Programs
- Neurocognitive Rehab
- Other Rehab Services
- Gym Memberships
- Nursing Home Admissions
- Home Health Aides
- Biofeedback
- Interferential Units
- DME > \$500 (electric wheelchairs, Certain back braces)
- Work Hardening/Work Conditioning > 2 wks
- Bone Growth Stimulators
- Experimental Procedures (Prolotherapy, Disc Replacement surgeries)

Both the Employee Notice and the Provider Reference Manual include the list of services recommended for UR.

Based on the physician's information, Coventry will make a certification recommendation. Only a physician reviewer may non-certify services based on medical necessity. Dispute instructions will accompany every non-certification notice. Both the injured worker and provider may dispute the non-certification by calling, faxing or writing to the Coventry Care Management team at the address or phone numbers identified on the Dispute instructions.

Dispute Resolution

Disputes may be submitted for the following reasons:

- To appeal a non-certification recommendation;
- To dispute any component of medical care; or
- To request a change of treating physician.

The instructions for filing a dispute and a copy of the form are attached. Employers should send a copy of the Dispute and Grievance Instructions and forms to employees at implementation and at the time of injury. In addition, copies of these forms should be posted at each work site along with the Worksite poster.

Disputes to appeal the UR Non-certification recommendation will be managed through the UR department. The non-certification notice will include instructions on how/where to submit the dispute.

Disputes for any other medical services or to request a change of provider should be sent to: Coventry's Network Administrative Services at (800) 355-4434 ext. 2312. Dispute forms must be submitted to Coventry Network Administration, 4630 Woodland Corp Blvd., Suite 300, Tampa, FL 33614; Email: tcadmin@cvty.com. See attached Dispute Instructions for more details.

Change of Treating Physicians

The injured worker may make one change of Treating Physician through the Coventry Dispute Process. See attached Dispute Instructions. **Please direct all requests for "Change of Treating Physician" to Coventry's Network Administrative Services at (800) 355-4434 ext. 2312.**

Dispute forms must be submitted to Coventry Network Administration, 4630 Woodland Corp Blvd., Suite 300, Tampa, FL 33614; Email: tcmadmin@cvty.com.

Case Management

A claims examiner may refer cases to Coventry for case management. A Case Management nurse may contact the injured worker regarding treatment. Coventry has OK licensed nurses on staff to support these services.

Communication with the claims examiner, employer, provider and injured worker are tantamount to the success of the program. Throughout Coventry's involvement in the case, communication occurs regularly to define the changes in status of treatment, coordination of health services and efforts to return the injured worker to productivity at the earliest possible time.

Workplace Health and Safety Consultative Services

As part of the Coventry CWMP, carriers and TPAs make their Workplace Health and Safety Consultative Services available to all employers. For more information about this program, contact your carrier or TPA.

Quality improvement

The Coventry CWMP provides a quality improvement program to review the impact of the CWMP on quality as well as appropriateness of services and cost. Coventry conducts a quarterly Quality Assessment meeting for the CWMP. Annually, Coventry's CWMP and Quality Improvement Committee are evaluated through an on-site survey.

Grievance Process

Coventry supports a comprehensive Grievance Process for its CWMP. Injured Workers, their representatives, providers, employers, insurers and any other participants in the CWMP have the right to file a grievance against the Coventry CWMP if they are dissatisfied with any non-medical related service of the CWMP. Medically related issues should be handled through the Dispute process noted above.

A copy of the Employee Grievance Process and Form is provided to the carrier, TPA, employer and provider at implementation. At the time of injury, a copy of the grievance process and form is sent with the Employee Notice. In addition, copies should be posted at each employer site and should be available upon request. See attached Grievance Process and Form.

Reaching the Goal

Coventry has the experience and resources to meet the goals of the CWMP - a program that complies with state regulations and provides cost savings. With Coventry, employers can be confident that these goals will be achieved without sacrificing quality of care.