



# Connecticut

## Certified Managed Care Program



### Fast facts

- › Voluntary
- › Employee choice state
- › Genex certified in 1995
- › Genex is the certified entity, the employer files for its medical plan utilizing the state-approved Genex program
- › Coventry is our approved network partner
- › Employee must treat within the network unless the program cannot provide a provider in a specified specialty
- › The employee risks forfeiting their compensation benefits, subject to order of the commissioner, if they seek treatment from an out-of-network provider
- › Employer is responsible for a safety committee if there are 25 or more employees and a RTW policy for more than 50 employees

Certified managed care helps bring a cooperative team approach to the delivery of health care in the workers' compensation environment. The Genex Certified Workers' Compensation Managed Care Program (MCP) allows you to leverage the benefits of a certified MCP while utilizing our proven expertise in disability management. The Genex Certified MCP was designed to meet all of the criteria of Administrative Rules. Let us work with you to enhance your current program — and realize the many benefits to employees, employers, and payers:

### Employee benefits

- › Immediate, toll-free access
- › Choice of occupationally focused physicians
- › Case managers who provide understanding of treatment and recovery options
- › Internal dispute resolution
- › Goal of return to work

### Employer benefits

- › Immediate notification of injury or case/claim
- › Occupationally focused network
- › Highly skilled case managers who continually monitor cases and provide ongoing communication
- › Internal dispute resolution with a goal of increased employee satisfaction
- › Structured return-to-work programs

### Payer benefits

- › Timely reporting
- › Early case intervention when needed
- › Internally developed guidelines to assure that the right resources are deployed at the right time
- › Proactive communication between the Genex team of clinical experts and payer's staff



### Fast facts, cont.

- › The Genex plan is available in all counties. Each employer plan is individually certified according to the number of network providers in prescribed specialties in a 25-mile radius from the employer's business location.

### Plan administrator

Kimberly Hudson  
certifiedplans@mitchell.com  
888-GO-GENEX Ext. 15903  
888.464.3639 Ext. 15903

### Legislation

Workers' Compensation Statute § 31-279 (c) and (d)

Administrative Regulations §31-279-10 Effective: March 25, 1993  
(as amended in 1997; effective December 2, 1997)

### Required components

- › Network of providers
- › Financial incentives to reduce costs
- › Fee screening
- › Peer review
- › Reporting
- › Service utilization review and dispute resolution
- › May include medical care coordinators or case managers
- › Employee educational material
- › Provider directories and panel cards

### Responsibilities

Employer completes the employer participation form that includes:

- › Provide number of employees per location
- › Provide approved health & safety committee certificate to include names of safety committee members
- › Provide modified/light duty work program description
- › Employer to distribute education materials

For over 35 years, Genex has helped customers manage disability and lost productivity costs through a full portfolio of consumer-focused managed care services. Our expertise is the result of a unique blend of clinical, informational, and technological knowledge that helps us optimize the outcome of each case — outcomes that are further enhanced by managing work site injuries in an MCP environment.