



Oklahoma Certified Workplace Medical Plan (CWMP)

Employer Handbook
2022

www.coventrywcs.com



Table of Contents

CWMP Program Background	1
Program Highlights	1
Coventry CWMP Support	1
Carrier or TPA Responsibilities	2
Coventry CWMP Program Implementation	2
Prior to implementation	2
At implementation	2
At time of injury	3
The Coventry CWMP Network	3
Channeling tools to locating a participating provider	3
Network direction	4
Treating physicians	4
Treatment by a Non-Network Provider	4
Utilization Review	4
Dispute Resolution	5
Change of Treating Physicians	6
Case Management	6
Quality Improvement	6
Grievance Process	6
Reaching the Goal.....	7

Appendix: 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

CWMP Program Background

We are committed to the wellbeing 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 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 Certified Workplace Medical Plan (CWMP) is 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.talispoint.com/cvty/ _____ |
| • Utilization review and appeals | (800) 407-0704 |
| • Telephonic Case management | (877) 559-8601 or Referral4TCM@genexservices.com |
| • Field Case management | (877) 391-2255 |
| • Change of treating physician | (866) 272-9609, option 3 |
| • Medical disputes | (866) 272-9609, option 3 |
| • Coventry grievance coordinator | (800) 262-6122 |
| • General CWMP questions | (800) 937-6824 |

Carrier 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 CWMP network whenever possible
- Support disputes or grievances related to compensability, eligibility, benefits, and payment

Coventry CWMP Program Implementation

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 implementation

- 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 physicians. Review the list of available CWMP providers through the Coventry electronic directory at www.talispoint.com/cvty/_____. Choose those closest to the worksite.
- Create worksite posters and post them at each employer location. Train the staff about the CWMP program so they are aware of their responsibilities once an injury occurs.

At implementation

- Send the Initial Employee Letter along with dispute and grievance overviews and forms to employees about the CWMP program. This letter can be distributed to the employees in the following formats:
 - As payroll stuffers
 - 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 and dispute and grievance processes and forms

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 the carrier/TPA
- Provide the injured worker with the employee notice, dispute process and form, and grievance process and form at the time of injury
- Direct the injured worker to care:
 - Emergency services: If the injured worker requires emergency or immediate medical attention, assist the injured worker in going to the nearest general acute care hospital or urgent care center
 - Non-emergency services: If the injured worker requires medical care that is not an emergency, direct the injured worker to a treating physician noted on the worksite posters

The Coventry CWMP Network

The CWMP network is composed of hospital, physicians, and specialty network services. Coventry's CWMP is approved in all Oklahoma counties.

Channeling tools for locating a participating provider

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

- Online provider directory
- Electronic directory services at www.talispoint.com/cvty/_____
- Telephonic directory services toll-free at (800) 937-6824

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. The electronic directory function requires only basic Internet access and a password. The directory is the most current CWMP provider information. To access the electronic directory, go to www.talispoint.com/cvty/_____.

Additionally, Coventry offers directory-maker and worksite poster online tool capabilities. These tools can also be accessed through your channeling login noted above and throughout this document. 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.

Network direction

Employers should direct employees to in network providers for all care (except emergencies) under the CWMP. Hospitals and treating physicians must be available within 30 minutes or less of the work location and specialists within 60 minutes or less of the work location. The posters 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 at [www.talispoint.com/cvty/_____](http://www.talispoint.com/cvty/). Worksite posters should include at least one 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. For a non-network provider to be used, access requires prior approval, except for emergency situations. 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 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 Commission directs the injured worker to a non-network provider

Access to a non-CWMP provider requires prior approval.

Utilization Review

The Coventry CWMP has elected to delegate utilization review to Genex, an Enlyte company. 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 Genex.

Upon receipt of the First Report of Injury from the employer, the claims examiner should initiate Utilization Review using the Genex Request For Service Form. The referral form instructs the claims examiner to fax (855-287-4028) or email Genex's UR Department (urreferrals@genexservices.com).

Based on the requesting provider's information, Genex will make a determination of medical necessity. Only a Genex Peer Reviewer may non-certify services. If Genex recommends a non-certification, we will notify the claims examiner, provider, injured worker or other parties with all the appropriate details through a determination letter. Appeal instructions will accompany every non-certification letter. Both the injured worker and provider may appeal the non-certification by faxing or mailing the Genex UR team at the fax number or address identified on the appeal instructions.

Dispute Resolution

Disputes may be submitted for the following reasons:

- To appeal a non-certification recommendation
- To dispute any component of medical care
- 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 treating physician should be directed to Coventry's Network Administrative Services at (866) 272-9609, option 3; by email at TX_Network_Admin@cvty.com, or by fax to Network Administration at (520) 534-2150.

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 (866) 272-9609, option 3; by email at TX_Network_Admin@cvty.com, or by fax to Network Administration at (520) 534-2150.

Case Management

Case Management is used to coordinate the delivery of health services and return to work policies; promote an appropriate, prompt return to work; and facilitate communication between the employee, employer, and health care providers. The Coventry CWMP has elected to delegate utilization review to Genex, an Enlyte company.

When the case manager and the provider do not agree on work status, or there is a question concerning compensability or relatedness, **the case manager and claim handler discuss options** to include a peer review, second opinion, independent medical examination, or functional capacity evaluation.

The Genex Telephonic and Field Case Management divisions accommodate **customer specific account instructions** and adapt the generic case management process to meet the customer's needs. Within 48 hours of the initial referral, the case manager triggers a summary case note to the claims examiner. At every change, a new summary is sent to keep the adjuster updated.

Treatment Guidelines – Genex utilizes a variety of guidelines that meet state requirements for assessing medical necessity and appropriateness of treatment. These guidelines include the ODG

(Official Disability Guidelines)/ODG by MCG, The MD Guidelines (Reed Group), ACOEM Guidelines, State treatment guidelines or state designated guidelines, Other nationally recognized and publicly available medical necessity criteria sets developed by practicing physicians, and Genex's Proprietary Clinical Guidelines Tool (CGT) for Disability Management Specialty Products. In the event the case manager encounters one of the triggers for Utilization Review, the case manager will refer the case to Utilization Review (UR). Results from UR will be noted within the case file.

REFERRALS FOR CM

The adjuster refers lost time or Medical only cases to Genex via email, fax or electronic transmission based on the trigger criteria noted below or through customer specific account instructions.

CM TRIGGER CRITERIA

Telephonic case management referral criteria may include but are not limited to:

- All Lost Time Claims whether assessed on initial claim capture or if Medical Only (MO) converts to Lost-Time (LT)
- MO Claims that have pending surgeries indicating likely future LT
- MO Claims with multiple diagnoses
- IW with multiple claims with same employer
- IW with multiple providers
- Pre-existing conditions complicating recovery
- Pending minor surgery (no anticipated LT) or until the claim converts to LT
- Repetitive Trauma
- Joint Injuries
- Fractures
- Re-injury of same body part
- History of previous industrial injury (prior claims that are settled)
- Injury that occurs in EE's first 90 days of employment
- Diagnostic referrals
- PT/OT/Chiro referrals
- Specialist referral

Quality Improvement

The Coventry CWMP includes an ongoing quality improvement program. On a quarterly basis, quality improvement work plans are reviewed and revised based on the data analytics obtained on the CWMP. Areas of review include provider credentialing/re-credentialing; provider monitoring and profiling; utilization review; case management; disputes; grievances; and regulatory updates/changes.

Annually, Coventry's CWMP and Quality Improvement Committee actions are evaluated through an on-site audit conducted by the Department of Health.

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.

To submit a grievance, injured workers, their representatives, or providers must complete the grievance form and submit it to:

Coventry CWMP – Grievance Coordinator
5210 E. Williams Circle, Suite 220
Tucson, AZ 85711

If anyone has questions about the grievance process, they may contact Coventry at (800) 262-6122 or via email at ComplaintsandGrievances@cvty.us.com.

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.

Reaching the Goal

Coventry has the experience and resources to meet the goals of the CWMP with 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.