

# Coventry Oklahoma Certified Workplace Medical Plan (CWMP)

Employer Presentation



Thank you for using the Coventry Oklahoma CWMP to provide treatment for any work-related injury that occurs while the program is in place.

# CWMP Key Topics

- Coventry CWMP Network
- Responsibilities
- Sample Documentation
- Access Requirements
- Utilization Review & Case Management
- Dispute Resolution
- Grievance Coordination
- Quality Improvement
- Reporting
- Implementation

# CWMP Program Components

- Coventry CWMP Network
- Utilization Review
- Case Management
- Disputes
- Change of Treating Physician
- Grievances
- Quality Improvement
- Reporting

# About the CWMP

- Coventry holds and maintains the CWMP certification
- The CWMP is available in all counties
- The Coventry CWMP has been certified by the Department of Health since 1997

# Benefits of the CWMP

- Employers choose the CWMP treating physician
- CWMP and Employer may direct all care within the CWMP for the life of a claim
- CWMP includes recommended UR triggers and case management to control costs and promote early RTW
- UR and case management are initiated by the Adjuster
- Limited to one change of treating physician through the dispute process

## Carrier / TPA

- Reviews/distributes all CWMP sample materials
- Trains employers on the CWMP program
- Initiates Coventry UR and/or Case Management
- Responds to issues/disputes involving compensability, eligibility and payment

## Employer

- Trains staff on the CWMP program
- Creates worksite posters for treating physicians
- Posts sample materials at the work location
- Sends Initial Employee Letter
- Sends Employee Notice, dispute and grievance instructions at the time of injury
- Directs to the treating physician at time of injury



# Sample CWMP Materials

- Initial Letter to Employees
- Sample Worksite Poster
- Employee Notice
- Dispute Process & Form
- Grievance Process & Form
- Employer Handbook

## Channeling Tools

- Telephonic Directory at (800) 937-6824
- Electronic Directory at [www.talispoint.com/cvty/guard](http://www.talispoint.com/cvty/guard)
- Printable directories
- Worksite Posters – List at least one (1) general acute care (GAC) hospital and treating physician within access parameters of the work location

# Access Requirements

- Employers direct to treating physicians listed on work-site posters
- 30 minutes for treating physicians from work location
- 60 minutes for specialists from work location

# Access in the CWMP

- All care should be directed into the CWMP Network
- The Employer will choose a treating physician to direct for non-emergency treatment
- Providers are required to refer within the CWMP
- The injured worker must obtain approval to use a non-CWMP provider (except for emergencies)
- A one time change of treating physician is allowed through the dispute resolution process

## Exceptions for Non-network Access:

- Emergencies
- Referrals when a particular specialty is not available within the CWMP
- The State indicates a non-network provider may be used after the dispute process is exhausted

**(Note – Beyond emergency care, access to a non-network provider requires prior approval)**

# Utilization Review

- Coventry performs utilization review (UR) for Network and non-network providers
- The adjuster uses the “Referral Form” to initiate UR
- Utilization Review is recommended for all services noted on the UR Referral List
- UR is performed by Oklahoma licensed RNs
- Only a Physician Reviewer may render a non-certification
- All non-certification notices include instructions on submitting a dispute to appeal the non-certification

# Recommended UR Referral List

- PT > 6 visits
- Chiro treatments > 6 visits
- Acupuncture > 3 visits
- Work Hardening/Work Conditioning > 2 wks
- Repeat Diagnostics
- Myelograms
- Discograms
- Inpatient hospital stays
- All surgeries
- IDET
- Psych Testing
- Chemical Dependency Programs
- Weight Loss Programs
- Inpatient Pain Management Programs
- Neurocognitive Rehab
- Other Rehab Services
- Gym Memberships
- Nursing Home Admissions
- Home Health Aides
- Biofeedback
- DME > \$500(electric wheelchairs, certain back braces)
- Interferential Units
- Bone Growth Stimulators
- Experimental Procedures (Prolotherapy, Disc Replacement surgeries)
- Vax-D

# Case Management / RTW

- Case Management (CM) is available on all cases
- Cases are referred at the discretion of the Adjuster
- CM is to effectively manage and coordinate care with a strong emphasis on RTW and/or MMI
- Close communication between the employer, carrier, provider and injured worker occurs



- Disputes may be submitted to:
  - Appeal a non-certification recommendation;
  - Dispute any component of medical care; or
  - Request a change of treating physician
- Copies of the Dispute Process and Form are:
  - Given to the injured worker at implementation
  - Sent with and defined in the Employee Notice
  - Posted at the employer work location
  - Available upon request

- **Disputes For Non-Certification Appeals**
  - Instructions to submit a non-certification dispute accompany all non-certification recommendations
  - Upon receipt of the dispute Coventry will gather all pertinent information to evaluate the dispute
  - An appropriate peer or licensed health professional not involved in the initial decision will review the dispute
  - A decision will be sent within 10 days of receipt of the dispute
  - If the injured worker requires emergency services and has filed a dispute, he/she may receive the necessary emergency care without regard for the 10 day dispute resolution period
  - Coventry will send copies of the decision to all necessary parties

- **Other Medical Disputes**
  - Injured workers or providers may file a dispute for any medical component beyond a non-certification appeal
  - Coventry's Network Administration handles these disputes
  - at: 4630 Woodland Corp Blvd., Suite 300, Tampa, FL 33614; Email: [tcmadmin@cvty.com](mailto:tcmadmin@cvty.com)
  - Upon receipt of the dispute Coventry will gather all pertinent information to make a decision
  - A decision will be sent within 10 days of receipt of the dispute
  - If emergency services are needed and a dispute has been filed, the injured worker may receive the necessary emergency care without regard for the 10 day dispute resolution period
  - Coventry will send copies of the decision to all necessary parties

# Change of Treating Physician

- Requests for a change of treating physician are considered a dispute
- Injured workers are allowed one (1) change of treating physician
- Send the completed dispute form to Coventry at: Network Administration Services at: 4630 Woodland Corp Blvd., Suite 300, Tampa, FL 33614; Email: [tcmadmin@cvty.com](mailto:tcmadmin@cvty.com)
- Coventry will render its decision within ten (10) days of receipt of the dispute form
- When the dispute process is exhausted, the injured worker may petition the Workers' Compensation Commission for:
  - A change of treating physician within the CWMP; or
  - A change of treating physician outside the CWMP if a Network physician is not available

# Grievances

- The injured worker may submit a grievance for any “Non-Medical” component of the CWMP
- Copies of the Grievance Process and Form are:
  - Sent to the Insured and Injured Worker at implementation
  - Sent with the employee notice
  - Posted at the employer work location
  - Defined in the Employee Notice
- Forms may be requested from Coventry at (800) 262-6122
- All Grievances must be filed in writing to: Coventry, 3200 Highland Ave., Downers Grove, IL 60515
- Grievances will be resolved within 90 days
- If the griever remains dissatisfied, they may file the issue with the Oklahoma Commissioner of Health

# Quality Improvement

- Quality Improvement is performed on an ongoing basis
- Coventry meets quarterly with the QI Committee to review activities performed in the prior quarter and identify future activities
- The Committee includes representatives from various Coventry areas which support the CWMP, including:
  - The CWMP Medical Director
  - Product Management
  - Compliance
  - Networks
  - Utilization Review
  - Case Management
  - Quality Improvement

# Quality Improvement Topics

- Quality Improvement topics include:
  - Changes or updates to Coventry's certification
  - Changes in statutes or regulations impacting the program and/or services to our clients
  - CWMP Program Compliance
  - Utilization review and case management activities
  - Network access and credentialing
  - QI oversight is performed for:
    - Internal/external applications and services
    - Delegated functions including utilization review, case management and/or credentialing of group provider contracts
    - Network quality, sanctions and investigations
    - Review of outcomes on disputes and grievances

- Coventry annual state reporting components include:
  - Financial statements for the prior year (Coventry)
  - Summaries of the grievances and disputes for the prior year
  - CWMP Network directory
  - Coventry coordinates annual State reporting requirements **with the carrier.**
  - Total number of customers/employer groups in the CWMP for the prior year
  - Total number of case management cases for the prior year
- Coventry/State Audit – Annual
  - Copies of Client/Carrier contracts



- **Client** Components - Annual
  - Total number of employers
  - Total number of employees by zip code of residence or work site
  - Number of overall cases in program
  - Bill Review Information including:
    - # of ambulatory encounters
    - # of inpatient admissions and inpatient days
    - Medical and health services provided to an injured worker on an outpatient basis
    - Periods of hospitalization that include one or more overnight stays

## Prior to Implementation

- Review all employee materials
- Confirm all telephone numbers for contact sheet
- Designate the treating physician
- Create worksite posters
- Post materials at each employer location
- Train the staff

## At Implementation

- Send the Initial Letter to Employees
  - As payroll stuffers
  - Through informational/town hall meetings
  - Through the mail
  - Track receipt
- Answer general questions about the CWMP

## At Time of 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
- Direct the Injured Worker to care:
  - For emergency services – Send to the nearest hospital or urgent care center
  - For non-emergency services – Direct to the treating physician

# Key Contacts

- Account Management 800-937-6824
- Client Services or Telephonic Directory 800-937-6824
- Electronic Directory [www.talispoint.com/cvty/guard](http://www.talispoint.com/cvty/guard)
- Utilization Review 800-354-3053
- Case Management 800-355-4434
- UR Disputes 800-354-3053
- Medical Disputes or Change of Provider Requests 800-355-4434 ext.2312  
4630 Woodland Corp Blvd., Suite 300  
Tampa, FL 33614  
Email: [tcmadmin@cvty.com](mailto:tcmadmin@cvty.com)
- Grievances Coventry QI  
3200 Highland Ave.  
Downers Grove, IL 60515  
(800) 262-6122  
Email: [complaintsandgrievances@cvty.com](mailto:complaintsandgrievances@cvty.com)