



ManageAbility

Managed Care Solutions



Today's Managed Care environment is driven by information — and information is power. Merely having access to information is not enough anymore. Like the prism that opens up a beam of light, Managed Care professionals must use the right tools to gain insight into what might otherwise be hidden. The right tools allow us to ask the most relevant questions, dig deeper, and find quality-driven cost-saving answers.

When it comes to medical cost containment, ManageAbility, Inc. delivers unparalleled performance and service in Workers' Compensation and Auto Liability. We have been providing managed care services since 1988.



SERVICES OFFERED

Disability Management

Catastrophic Management

Vocational Management

Medical Management

Treatment Plan Review / Precertification

Professional Review

Peer Review

Hospital Bill Review / Negotiations

Provider Bill Review

Preferred Provider Organization

Medical Bill Review / Repricing

Our Disability Management services provide timely, safe, proactive return-to-work strategies within the context of your company's work environment and needs. Through sound, aggressive management, these systems provide an effective means to reduce the cost of disability to both employers and employees.

- Ensures safe return to work in the shortest possible time through our multi-disciplinary team approach
- Encompasses training and education, systems and processes for addressing injury and illness with management and employees
- Involves worksite rehabilitation, with return to work modeled on accommodation provisions of the ADA
- Includes medical management / wellness and prevention promotion
- Provides hazard prevention / safety and ergonomics



Our Catastrophic Management services are provided by highly experienced Registered Nurses, who through early intervention effectively manage the file, resulting in lower costs and better care.

- Registered Nurses with extensive experience in all types of major diagnoses, including spinal cord and head injury
- Knowledge of and access to appropriate medical and community resources; negotiate rates where indicated
- Identification of equipment needs, supplies, services, and appropriate home modifications
- Timely service within your guidelines
- Life care plan, or cost estimate plan development

VOCATIONAL MANAGEMENT

Our Vocational Management services help people return to work quickly with minimal disruption to the workplace, through an aggressive collaborative process.

- Produces cost-effective outcomes
- Identifies injured person's employability, marketability, and placeability
- Identifies appropriate job options and secures replacement jobs and options
- Provides job-seeking skills training where needed
- Arranges on-the-job training and retraining
- Conducts job coaching and worksite services
- Determines residual wage-earning capacity

MEDICAL MANAGEMENT

Our Medical Management services help people recover from injuries in the fastest, most cost-effective way possible. Through the early intervention of our Registered Nurses, we identify potential problems and assemble the most effective cost containment measures for the full duration of treatment, minimizing both expense and lost time.

Telephonic Case Management

- Greatest impact if used at time of first report of injury
- Includes three-point contact with injured worker, physician, and employer
- Assures that medical treatment plan is developed by most appropriate medical specialist
- Provides early identification of return-to-work alternatives

On-Site Case Management

- Closely monitors ongoing treatment plan for effectiveness, cost and compliance with face to face contact
- Confirms appropriate medical treatment
- Provides early identification of return-to-work alternatives
- Results in reduction of medical and lost time costs

TREATMENT PLAN REVIEW/ PRECERTIFICATION

Our treatment plan review services enable a proactive approach to managing ongoing health care of the injured person. Services span physical therapy, chiropractic care and inpatient hospitalizations.

- Determine medical necessity and appropriateness of all physical therapy and chiropractic treatment plans through peer review
- Identify treatment considered excessive or experimental
- Reduce medical costs by managing length of treatment
- Detect potentially high-cost cases at an earlier stage

PROFESSIONAL REVIEW

Our Professional Review services assemble key data for effective case planning and resolution. The analysis is put together by our credentialed staff of Registered Nurses and Vocational Rehabilitation Specialists.

- Reviews documented information and constructs in-depth analysis created to your exact specifications
- Provides defensible conclusions for use in litigation

Services:

- File Review
- Medical Record Review
- Life Care Plan
- Expert Testimony
- Litigation Support



PEER REVIEW

Peer Review provides a second opinion regarding the necessity and appropriateness of ongoing and/or prior medical treatment. Experienced staff members work with Board-Certified physicians, chiropractors and physical therapists to provide written opinions, depositions or expert witness testimony on a wide range of specialties.

- Verifies causal relationship
- Identifies unrelated treatment resulting in cost savings
- Identifies experimental treatment
- Recommends reasonable and medically necessary care
- Assists with resolution of litigated claims

Our Hospital Bill Review services have been very successful in assisting you with determining appropriate payment as well as negotiating where other savings are not available or are negligible. This professional review provides valuable information in a concise format.

- Timely turnaround
- Knowledge and experience with state laws governing Workers Compensation and Auto
- Negotiation services within your parameters
- Evaluation for unrelated charges, diagnosis, severity of illness, and intensity of service
- Identification of inaccurate or medically inappropriate charges
- Dispute resolution

HOSPITAL BILL REVIEW/ NEGOTIATIONS

PROVIDER BILL REVIEW

Our Provider Bill Review services construct an analysis of provider bills where medical issues must be considered in evaluating the provider's services.

- Maximizes cost savings
- Considers duration and appropriateness of treatment, diagnosis, intensity of service, unrelated charges and medical necessity
- Recommends peer review when appropriate
- Identifies unbundled charges, experimental treatment, unusual billing practices and inappropriate use of CPT codes
- Provides savings on recoded multiple surgical procedures



PREFERRED PROVIDER ORGANIZATION

The Preferred Provider Organization services include physicians, facilities, providers, home health services, pharmacy and durable medical equipment. Providers are screened for quality of service, price, and accessibility. Use of these providers results in additional savings to you beyond the state fee schedules and beyond usual and customary prices.

- Pre-negotiated contractual savings
- PPO discount applied during bill repricing process
- Names of out-of-network providers may be submitted for solicitation to join PPO
- Employers may choose to use listing of PPO members to direct care
- Pharmacy Direct Pay PPO service available

MEDICAL BILL REVIEW/ REPRICING

Our Medical Bill Repricing service is an automated process that gives you the tools to make appropriate payments on medical bills, whether the bills are for workers compensation or auto claims. Appropriate payments are identified utilizing applicable state fee schedules as specified by state laws, and by a Reasonable and Customary database (built on a defensible national database based on geo-zip codes).

- Timely bill turnaround
- Application of Preferred Provider Organization contracts
- Experienced Bill Reviewers identify questionable diagnostic codes, procedure codes and bills requiring additional review
- Experienced Registered Nurse available for consultation
- Retention of two-year history, providing foundation for checking bill duplication
- Formal reconsideration process
- Savings analysis reports



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