

BMSO, INC.

WORKERS' COMPENSATION RESPONSIBILITIES CHART

	RESPONSIBILITIES	EMPLOYER	BMSO	MCO
CLAIMS MANAGEMENT	First Report of Injury form to the BWC	■		■
	Advise on certification / rejection of claim		■	
	Three-to-five point contact to gather initial information	■		■
	Establish claims management strategies	■	■	■
	Monitor medical costs			■
	Validate disability payments (comp)		■	
	Medical bill payments			■
	Advise on cost containment strategies:		■	■
	Wage continuation		■	
	Handicap reimbursement		■	
	Transitional Work		■	■
Settlements		■		
Subrogation		■		
Rehabilitation referrals (Identify vocational needs)		■	■	
Independent Medical Exams (Disability issues)		■		
MEDICAL MANAGEMENT	Maintains medical provider network			■
	Customize network; Identify primary care physicians			■
	Early interventions, total quality managed medical care	■		■
	Prior authorization of medical treatment and services			■
	Referrals for specialists care and second opinions			■
	Utilization Review and Management			■
	Ensure proper utilization of medical services			■
	Monitor medical needs and level of access			■
	Promotes Safe Return to Work	■	■	■
	Obtain work restrictions from medical provider	■		■
	Assist employers with transitional work options		■	■
	Coordinate return-to-work program	■	■	■
	Provide needed medical and vocational service			■
	Monitor quality and outcomes of medical care	■		■
	Peer review and quality assurance			■
	Medical dispute resolution process			■
	Performance reporting based on medical quality, cost and satisfaction	■		■
Medical Bill Payment and Management			■	
Eligibility and duplication costs			■	
Automated pricing and negative rates or fee schedule			■	
Unbundling, upcoding, and fraud detection			■	
Profile provider bills to determine utilization and treatment trends			■	
RISK SERVICES	Business mergers/experience transfers	■	■	
	Drug free workplaces program analysis and monitoring		■	
	Safety services, coordination and requirements		■	■
	VSSR Issues		■	
DEFENSE MEASURES	Claim investigation and fraud investigation	■	■	■
	Coordinate independent medical exams	■	■	
	File appeals and motions	■	■	
	Represent clients at Industrial hearings		■	
	Legal counsel referrals	■	■	
CUSTOMER SERVICE	Quality improvement programs		■	■
	Customer satisfaction surveys			■
	Claim activity reports		■	■
	Client visits and account reviews		■	■
	Risk and association reports		■	
	Client education, workshops, seminars	■	■	■
	Newsletters		■	■
	Claim / Risk correspondence	■	■	■
Employee, Employer, Provider education	■	■	■	