

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	—	—	—	