

# Kentucky

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## Certified Managed Care Program

Certified managed care helps bring a cooperative team approach to the delivery of health care in the workers' compensation environment. The Genex Certified Workers' Compensation Managed Care Program allows you to leverage the benefit of a certified managed care organization (MCO) program while utilizing our proven expertise in disability management. The Genex Certified Managed Care Program was designed to meet all of the criteria of Administrative Rules. Let us work with you to enhance your current program — and realize the many benefits to employees, employers, and payers:

### Employee benefits

- Immediate, toll-free access
- Choice of occupationally focused physicians
- Case managers who provide understanding of treatment and recovery options
- Internal dispute resolution
- Goal of return to work

### Employer benefits

- Immediate notification of injury or case/claim
- Occupationally focused network
- Highly skilled case managers who continually monitor cases and provide ongoing communication
- Internal dispute resolution with a goal of increased employee satisfaction
- Structured return-to-work programs

### Payer benefits

- Timely reporting
- Early case intervention when needed
- Internally developed guidelines to assure that the right resources are deployed at the right time
- Proactive communication between the Genex team of clinical experts and payer's staff

### Legislation

Workers' Compensation Statutes §342.020

Administrative Regulations 803 KAR 25:110E, Effective February 9, 1995

### Required components

- Prompt, effective, and geographically convenient access to quality medical services
- Plan administrator, Kentucky-licensed medical director, and a case manager located in Kentucky
- Adequate number of providers including gatekeepers and chiropractors, specialty and subspecialty physicians, and both general and specialty hospitals

- Allow employees to choose a gatekeeper upon the determination that continuing treatment is necessary for a compensable injury
- Ensure continuity of care if a contract between the system and the employer and/or provider is terminated
- Provide a certified utilization review program and grievance procedures
- Allow employers and carriers to audit the system's operation and financial arrangements with providers
- Include a program to communicate with employees, employers, and providers about plan services and requirements, including a 24-hour toll-free number for information about the plan's operations, after-hours care, and access to emergency care
- Establish a system to provide treatment authorization to providers when pre authorization or continued stay review is required
- Provide aggressive case management by either a certified case manager, rehabilitation nurse or other specified rehabilitation counselor to coordinate services, and a description of the cases that will be subject to case management

## Responsibilities

- Customize and distribute employee education materials
- Employer must provide:
  - » FEIN
  - » Name and locations
  - » Estimated number of employees
  - » Type of industry
  - » Date of enrollment

For over 35 years, Genex has helped customers manage disability and lost productivity costs through a full portfolio of consumer-focused managed care services. Our expertise is the result of a unique blend of clinical, informational, and technological knowledge that helps us optimize the outcome of each case — outcomes that are further enhanced by managing work site injuries in an MCP environment.

## Fast Facts

- Voluntary
- Employers, not carriers, are to be registered with the state if enrolled into a certified MCO
- Coordination of appropriate medical treatment by a participating gatekeeper physician
- Network provider must see employee for an evaluation within 24 hours



### Plan administrator

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