

# New Hampshire

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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 benefits of a Certified MCO program while utilizing our proven expertise in disability management. The 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 Statute § 281-A: 23-a, effective June 23, 1993; Managed Care Rules-Chapter Lab 700, effective February 17, 1994.

### Required components

- A network of health care providers that is sufficiently comprehensive with respect to both geography and medical specialties
- Provide for treatment outside the network if services are not available in network
- A process to determine professional qualifications of providers
- The program shall provide acceptable QA measures
- The program shall include inpatient and outpatient case management, medical, vocational, and rehabilitation case management that includes prospective and concurrent review discharge planning, work hardening, and RTW programs
- A sufficient number of injury management facilitators, trained and certified by the state
- Employee shall have access to second opinion inside or outside of the program
- An office located in New Hampshire

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## Responsibilities

- Complete sign-up sheet and return to Genex
- Distribute education materials

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 MCO environment.



### Plan administrator

**Kim Hudson**  
888.464.3639, x15903

## Fast Facts

- Voluntary
- The Department of Labor administers the Certified Managed Care Program
- New Hampshire is an employee-choice state
- Certified managed care is only mandatory for the New Hampshire residual workers' compensation market
- Managed care programs are reviewed, at minimum, every five years
- The state trains and certifies case managers to facilitate the treatment of workers' compensation injuries
- MCOs may establish own fee schedules
- Statewide certification