



# Oklahoma

## Certified Managed Care Program

### Fast facts

- › Managed care was approved for use in Oklahoma on November 4, 1994
- › Voluntary law, any qualified entity can become certified
- › Genex was certified as a Certified Workplace Medical Plan on March 28, 1996
- › The Department of Health certified managed care plans in Oklahoma are referred to as Certified Workplace Medical Plans (CWMP)
- › Plan requires a licensed Oklahoma medical director
- › Plan must provide employers and insurers with copies of employee communication materials
- › Employers may contract independently with a plan if their insurer (including the state fund) has not contracted with a plan
- › Plan requires a Quality Assessment and Quality Improvement Program that includes participating providers and focuses on improving the quality of services provided to injured workers

Certified managed care helps bring a cooperative team approach to the delivery of health care in the workers' compensation environment. The Genex Certified Workplace Medical Plan (CWMP) allows you to leverage the benefits of a certified program while utilizing our proven expertise in disability management. The Genex CWMP was designed to meet all of the criteria of the 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
- › Access to an evaluation within 24 hours of injury
- › 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
- › Direct injured employee to a network of occupationally focused physicians
- › 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
- › Exhaustion of Internal Dispute Process prior to court involvement



## Plan administrator

- › Kimberly Hudson  
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## Legislation

Workers' Compensation Statute 85 §§ 3, 14, 14.2, and 14.3  
(as amended in 1998 by S.B.; effective November 1, 1998)

Certified Workplace Medical Plans Chapter 657, Effective June 16, 1995  
(as amended in 1999; effective January 5, 1999)

Senate Bill 1X adapted and effective July 1, 2005 gave employers the right to choose a treating physician within the CWMP; allows an employee subject to a CWMP a one-time change of treating physician using the dispute resolution process; eliminated the enrollment process for CWMPs; and enhanced the Department of Health's regulatory oversight of the CWMPs.

## Required CWMP components

- › Provide timely, effective, and convenient medical services that are reasonably geographically convenient to employees
- › Provide financial incentives to reduce costs and utilization without sacrificing quality
- › A method for peer review, utilization review, and dispute resolution
- › Utilize treatment guidelines substantially similar to those of the physician advisory committee
- › Provide case management, return to work, and safety and health consultative services
- › Formal grievance procedure
- › Contracts are to be filed with the commissioner at least 30 days prior to delivery or issue
- › Plan requires a Quality Assessment and Quality Improvement Program that includes participating providers and focuses on improving the quality of services provided to injured workers

## Responsibilities

- › Execute CWMP agreement
- › Employer is required to provide employee education of the CWMP
- › Employer is to notify the payer of claim in established method
- › Employer shall select for the employee a treating physician from the physicians listed within the network of the CWMP

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 worksite injuries in a managed care environment.