



Mitchell Managed Care Services™

A COORDINATED DOSE OF EFFICIENCY.

When you need *Utilization Review, Peer Review, Early Intervention* or *Telephonic Case Management*, look to Mitchell to help you with your managed care needs. With a focus on outcomes and customer satisfaction, Mitchell Managed Care Services expert professionals provide national coverage utilizing state-of-the-art technology that simplifies the managed care process and helps mitigate costs.

THE DOCTOR IS IN: UTILIZATION AND PEER REVIEW SERVICES.

How can you be sure that the specific medical care recommended or provided by a healthcare provider for an injured worker is appropriate and necessary? You need accessibility to the right decision-making solution. Because every injured worker's needs are unique, having expert help at your side to determine appropriate medical treatment is more important than ever.

With **Utilization Review Services**, our medical professionals carefully examine each service—reviewing whether the diagnostic tests, treatment or medication are supported by established evidence-based criteria and log those decisions in a way which is integrated with bill review. Our expert staff incorporates advanced managed care software that keeps our clients up-to-date on the approved treatments or those recommended to be denied.

Mitchell Utilization Review Services includes *Prospective, Concurrent* and *Retrospective Review* to optimize treatment of a worker's injuries at any stage of the claim. We can also coordinate with our Physician Review Panel for second level review. Our services help insurers comply with individually mandated state and URAC guidelines, timetables for utilization review, as well as state reporting of utilization review services when required.

Depending on the situation, our professionally licensed utilization review (UR) staff can perform any or all of the following services where allowed or mandated by state laws:

- **UR – Adjuster Authorization:** Subset of Utilization Review based on the client's predetermined list of services. Primarily handled by support staff with nurse consultation if needed. Determination letter sent and data captured for auditing purposes.
- **UR – First Level:** A pre-certification of treatment not requiring physician review. The first level review is completed by a state licensed nurse who evaluates the requested service and all submitted documentation. The nurse may certify requests.
- **UR – Second Level – Physician Review:** Utilized in conjunction with First Level UR when treatment is not within guidelines or a higher level of review is needed by a physician.



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Mitchell Workers' Compensation Solutions

THE FIRST LINE OF TREATMENT: EARLY INTERVENTION AND TELEPHONIC CASE MANAGEMENT.

Mitchell **Early Intervention** can handle catastrophic or sensitive cases at the onset of the injury. Nurses are assigned early on for cases that are serious in nature in order to expedite the coordination of treatment on behalf of our clients.

Mitchell **Telephonic Case Management**—a higher level of review—is a critical component in the success of any return-to-work program. The benefits of using Mitchell Telephonic Case Management include:

- Maintaining documentation of scheduled contact with each injured worker to promote timely return to work.
- Protecting the interests of employers by detecting an injured worker who may be exhibiting destructive or fraudulent behavior patterns.
- Monitoring the progress of the injured worker and alerting the claims adjuster, employer and healthcare providers of any barriers or setbacks that could impede a timely return to work.
- Reducing claims costs by assuring physicians provide appropriate medical care for the industrial injury.
- Specialized TCM, focusing on pharmacy intervention, surgical or therapy oversight.

REAL-TIME INTEGRATION WITH CLAIMS AND MEDICAL BILL REVIEW SOFTWARE SYSTEMS.

The Mitchell managed care team is supported by advanced managed care software which can be integrated with claims and medical bill review systems to:

- Exchange data necessary for effective case management,
- Provide claims adjusters with real-time portal access to assigned cases, and
- Download notes, emails and fees directly into the client's claims or email systems.

Best of all, the managed care software—with the aid of our URDM product—is integrated with the Mitchell **SmartAdvisor™** bill review system to ensure our recommendations are automated in bill review, thereby providing hard savings for our clients.

THINK OUTSIDE THE OFFICE WITH MITCHELL FIELD CASE MANAGEMENT (FCM).

Mitchell FCM service involves travel by nurse case managers to engage in face-to-face meetings with claimants at designated doctor visits, surgeries, procedures, treatments, and as needed occasional home visits.

The FCM nurse acts as liaison to expedite proper diagnosis, treatment and return to work and assists to move treatment plans in malingering patients, as well as full patient and family support in critical injury cases.

By utilizing Mitchell FCM, your adjusters will benefit by having a single vendor partner to oversee FCM activities, billing practices, and documentation standards, while providing integration with UR, claim notes, and billing, just to name a few.



Contact us for more information about
Mitchell Managed Care Services.

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