



## Georgia Managed Care Organization – Did You Know?

### **Did You Know?** Georgia’s “traditional” panel of at least six doctors is not the only option for workers’ compensation medical treatment.

Georgia’s Managed Care Organization (GA MCO) option affords enrolled employers the flexibility to allow injured workers to select any treating medical provider from within an established network.

### **Did You Know?** Employer requirements under the GA MCO are to:

- Post the GA MCO “Official Notice” form WC-P3 in a conspicuous place readily accessible to the employee at all times. This posting references the geographical service area, the managed care organization’s (MCO) contact information, and the MCO effective date.
- Furnish each employee with a publication that explains in detail the services of the MCO and provides a complete list of the medical providers available.
- Give each employee a wallet-sized card that contains information about the services of the MCO, including a 24-hour toll-free phone number with information on how to utilize these services.

### **Did you know?** Injured worker responsibilities under the GA MCO are to:

- Report their injuries to their employer immediately.
- Seek emergency care at the nearest hospital or urgent care facility.
- Seek non-emergency care through a physician via the posted “Official Notice” or wallet card.
- Submit appropriate care through utilization review (UR).

### **Did you know?** Enrollment in the GA MCO allows for utilization review (UR).

The UR program is nationally accredited by the Utilization Review Accreditation Committee (URAC), and led by a licensed medical director and a team of over 50 physicians and chiropractors in active practice. Our UR team, which also includes physical and occupational therapists, reviews requests for medical care and makes medical necessity determinations in accordance with evidence-based medicine guidelines to ensure that only reasonable, necessary, and cost efficient treatment is approved.

### **Did you know?** Georgia employers should consider their best option when deciding whether to use the MCO for medical treatment.

Employers with a relatively large “footprint” of Georgia physical locations may benefit from the flexibility of directing care to any network doctor, rather than Georgia’s traditional panel of six doctors.

### **Did you know?** Georgia employers may enroll in the GA MCO or AIG’s outcomes-based network (OBN), but not both.

Employers enrolling in the OBN must use Georgia’s traditional doctor panel.

### **Did you know? AIG's GA MCO has many features.**

Through AIG's GA MCO, your injured workers will have access to Coventry's network of experienced and qualified doctors, and occupational health providers. These professionals, all who have met Coventry's credentialing standards, are dedicated to the dual goals of maximizing medical improvement, and returning injured workers to safe and productive employment. Some of the features of AIG's GA MCO include:

- 24/7 phone and online access to provider network lists with maps and directions, and frequent provider list updates.
- Certified case managers who develop and implement return-to-work strategies.
- A utilization review program to ensure cost efficient and quality treatment for your employees.
- Cost containment programs for diagnostics, home health, and durable medical equipment.
- A pharmacy benefit management program.

### **Did you know? AIG's GA MCO early intervention strategies can help to control claim costs.**

Early intervention can significantly impact the duration of disability and ultimately the claim costs. From the onset of the claim, our certified case managers work closely with employees, providers, claims professionals, and you, the employer, to coordinate and manage medical treatment and services. These medical case managers also facilitate the injured worker's reentry into the workforce safely and expeditiously which in turn may positively impact your future premium cost.

### **Did you know? AIG's GA MCO will help educate your employees about the MCO.**

To assist you in educating your employees about the MCO and encouraging its proper use, we will provide you with information to distribute to your employees before the MCO is implemented at your workplace. This information will explain the MCO's process, answer some of the most frequently asked questions, and outline how to obtain further information or assistance, if needed.

### **Did you know? AIG's GA MCO will assist with early return-to-work strategies.**

Our pre-injury consultants can assist you in developing and implementing an early return-to-work (ERTW) program. They can also support you by evaluating your current ERTW program, and provide you with feedback and recommendations.

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