

# Utilization Review

Reliability. Quality. Transparency.

Workers' compensation payors demand consistent, defensible utilization review (UR) that complies with all relevant laws and regulations. **We understand.**

Our URAC<sup>TM</sup>-accredited program focuses on reliable quality with no hidden costs, and with customized workflows that save time and money. We add value to your bottom line by joining the right people, processes and technology with a relentless commitment to quality and defensible outcomes.

Our easy referral process saves time and manpower, resulting in fast turnaround that consistently meets state-required and client-customized criteria.

## UR++<sup>®</sup>

In reviewing medical treatment, every moment counts. We offer a triage process within utilization review to expedite the first-level review of treatment for quick handling and promoting reviews at the lowest level possible. Within our UR++<sup>®</sup> service, our technology includes software-assisted decision logic to ensure accuracy against our clients' customized best practices lists.

## Exceptional Quality Commitment

When it comes to quality and compliance, our utilization review solutions are second to none. With audit scores consistently exceeding 99%, our protocols comply with the highest possible standard whether it's URAC<sup>TM</sup> or state guidelines.

## FEATURES

- Complete data storage for treatments reviewed at any level for complete reporting capabilities on entire treatment history
- Full integration with bill review at CPT code line level for integration with the bill review process
- Exceptional turnaround time
- Clinical excellence promoting strong, defensible determinations
- Specialty matching for comprehensive review
- Communication with physicians on potentially adverse decisions for fewer appeals
- Technological workflow which forces compliance with strict turnaround times, allowing reviewers to focus on clinical aspects of review, instead of being concerned with aggressive timeframes

## BENEFITS

- 100% URAC accreditation audit
- 99% timeliness of reviews
- Average turnaround for prospective reviews is 2.4 days
- 3.5% appeal rate