

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-accredited program focuses on reliable quality with no hidden costs, 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 cost-effective solutions.

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

Express Approval

In reviewing medical treatment, every moment counts. We offer an express approval process with triage utilization review to expedite administrative steps such as collecting missing documentation, transferring to the nurse, etc.

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 or state guidelines (when the state's standards are higher than URAC's).

FEATURES

- First level review determinations embedded in workflow for complete reporting capabilities on entire treatment history
- Integration with bill review clients at CPT code line level for immediate identification of bills to deny based on UR determinations
- Exceptional turnaround time
- Clinical excellence promoting strong, defensible determinations
- Specialty matching for comprehensive review
- Communication with physicians on potentially non-certified treatment, for fewer appeals
- Technological workflow which allows reviewers to focus on clinical aspects of a review, instead of meeting aggressive timeframes

BENEFITS

- 100% on most recent URAC accreditation audit; >99% average UR audit score in 2019
- 99% timeliness of reviews; 2019 average turnaround for prospective reviews = 2.4 days
- 3.5% appeal rate for 2019

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