

MCO

Selection Guide



Bureau of Workers'
Compensation

The Ohio Bureau of Workers' Compensation (BWC) works closely with employers on safety and accident-prevention measures because the best workers' compensation claim is the one that never happens. However, despite everyone's best efforts, accidents and injuries can occur in any workplace.

In the unfortunate event that one of your workers is injured, it's important to have the resources to manage the claim and provide quality health care to your employee. Through the Health Partnership Program (HPP), we have partnered with private-sector managed care organizations (MCOs) to manage health-care services while reducing costs for your business.

As a new employer, you have the opportunity to choose an MCO that suits your company's needs. However, if you do not make a selection within 30 days of receiving this guide, we may assign an MCO to you.

To explain your options and help you make the best choice for your employees, we have produced this *MCO Selection Guide* and a separate *MCO Report Card*. The report card is available on our Web site, ohiobwc.com (see instructions for online access to the right). The report card provides a snapshot of how effectively each MCO handles injury reporting and returning injured workers to work. It is the only guide prepared to objectively assist you.

You may select an MCO using one of three options.

- 1. Complete the selection form found in this guide and mail or fax it to BWC.**
- 2. Complete the online selection form on ohiobwc.com.**
- 3. Call the automated selection line at 800-859-6631.**

Choosing a quality MCO is an important decision; we are confident this guide will help you make the right choice for your business.

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Accessing the MCO Report Card

To view or download BWC's *MCO Report Card*, visit ohiobwc.com and choose:

- BWC Library;
- BWC publications;
- Ohio employer publications;
- *MCO Report Card*.

If you do not have Internet access but would still like a copy of the report card, please call 1-800-OHIOBWC to request a hard copy.

Roles and **responsibilities**

BWC is responsible for:

- Claims determinations and allowances;
- Paying compensation;
- Second level of medical dispute resolution;
- Educating injured workers, employers and providers about HPP.

MCOs are responsible for:

- Medical case management;
- Utilization review;
- First level of medical dispute resolution;
- Paying providers for services;
- Educating injured workers, employers and providers about HPP.

Health-care quality standards

MCOs also are responsible for maintaining full accreditation status from the American Accreditation HealthCare Commission, otherwise known as URAC, for its case-management programs throughout the term of their contract with BWC.

Directions for selecting an MCO

Employers may select any MCO that meets their individual business needs. If you do not select an MCO within 30 days of receiving this guide, we may assign one to you.

These three easy steps will guide you through the MCO selection process.

Find the MCOs certified in your county

Step 1

Use the MCO county table on page 5 to locate the MCOs certified in your area. You may select only from the MCOs certified in the county in which your business is located.

Compare MCOs' service

Step 2

The selection process is important. To help you evaluate the MCOs' performance, we have compiled the *MCO Report Card*. The report card – which is available on ohiobwc.com – serves as your only objective source of information. We evaluate MCOs based on the quality of medical management and safe return-to-work strategies they provide, and timeliness of service. Find instructions for accessing the report card on page 1.

For your convenience, this guide lists the MCOs' addresses and phone numbers under the alphabetical MCO table on page 6. We encourage you to call the MCOs certified in your county to find out more about their services.

Select an MCO

Step 3

You have three options you may use to submit your request to select an MCO. Please choose, from the following options, the one that's most convenient for you.

Option 1 Complete our online *MCO Selection Form*

An *MCO Selection Form* is posted on our Web site. Log on to ohiobwc.com, and choose:

- Ohio employers;
- *MCO Selection Form* (under Featured Links).

You can either complete the selection form online or download a copy. The Web site includes instructions to help you complete the form.

Option 2 Complete the form in this guide

This guide includes a selection form on page 7. Just complete the form and drop it in the mail, or fax it to the number at the bottom of the form. We must receive your signed selection form within 30 days of receiving this guide.

Option 3 Call our automated selection line

The automated MCO selection line allows you to select your MCO by calling 800-859-6631 from 6 a.m. until midnight, Monday through Saturday. The automated selection phone line walks you through the process. To help you prepare before calling the selection line, we recommend you note your policy number, county code and MCO number below.

1. Policy number:

Your BWC policy number is located on your certificate of coverage.

2. County code:

Your two-digit county code is located in the MCO county table on page 5.

3. MCO number:

This five-digit number is located under the MCO's name in the MCO alphabetical table on page 6.

Now, call the MCO selection line at 800-859-6631. If you need assistance with your selection, customer assistance representatives are available from 7:30 a.m. until 5:30 p.m., Monday through Friday.

Is there any reason my selection wouldn't be accepted?

Yes. You may only choose an MCO certified in your company's county of operations. Also, some MCOs may be placed at capacity, which means they cannot accept additional employers. MCOs may be placed at capacity because they:

- Have voluntarily asked to be placed at capacity;
- Are in non-compliance with BWC requirements;
- Are pending a merger or are pending decertification.

MCOs may be removed from capacity at any time. You can either make another selection or contact the MCO.

What happens next?

- Your MCO will start managing your account upon notification of your selection.
- You will receive a confirmation letter from us within 10 business days after your selection.
- You may expect to receive educational materials from your MCO, including identification cards for you and your employees.

MCO county table

The three charts to the right list the 88 Ohio counties, their two-digit county codes, the BWC-certified MCOs and the counties in which the MCOs are certified. Please review these charts before selecting your MCO.

Two-digit county codes

In this chart, please locate your county of business. To the left of the county name is a two-digit code. You'll need this county code to complete your *MCO Selection Form*, which appears later in this guide and on Our Web site, ohiobwc.com. You will also need this code when calling the selection line.

Statewide-certified MCOs

The MCOs listed in this chart are certified in every county in Ohio.

County-specific certified MCO

Paramount Preferred Network is only certified in the counties listed below its name.

Two-digit county codes

01 Adams	45 Licking
02 Allen	46 Logan
03 Ashland	47 Lorain
04 Ashtabula	48 Lucas
05 Athens	49 Madison
06 Auglaize	50 Mahoning
07 Belmont	51 Marion
08 Brown	52 Medina
09 Butler	53 Meigs
10 Carroll	54 Mercer
11 Champaign	55 Miami
12 Clark	56 Monroe
13 Clermont	57 Montgomery
14 Clinton	58 Morgan
15 Columbiana	59 Morrow
16 Coshocton	60 Muskingum
17 Crawford	61 Noble
18 Cuyahoga	62 Ottawa
19 Darke	63 Paulding
20 Defiance	64 Perry
21 Delaware	65 Pickaway
22 Erie	66 Pike
23 Fairfield	67 Portage
24 Fayette	68 Preble
25 Franklin	69 Putnam
26 Fulton	70 Richland
27 Gallia	71 Ross
28 Geauga	72 Sandusky
29 Greene	73 Scioto
30 Guernsey	74 Seneca
31 Hamilton	75 Shelby
32 Hancock	76 Stark
33 Hardin	77 Summit
34 Harrison	78 Trumbull
35 Henry	79 Tuscarawas
36 Highland	80 Union
37 Hocking	81 Van Wert
38 Holmes	82 Vinton
39 Huron	83 Warren
40 Jackson	84 Washington
41 Jefferson	85 Wayne
42 Knox	86 Williams
43 Lake	87 Wood
44 Lawrence	88 Wyandot

Statewide-certified MCOs (certified in every Ohio county)

1-888-OHIOCOMP
3-Hab
Advocare
ALPS CompCare
AultComp
CareWorks
Comp One
CompManagement Health Systems
CorVel
GatesMcDonald HealthPlus
GENEX Care for Ohio
Health Management Solutions
Klais & Co.
Managed Medical Assurance Co.
Medical Administrators
Mercy Work Solutions Inc.
Ohio Employee Health Partnership
Premier Comp of Hometown Health Network
Premier Managed Care
Sheakley UNICOMP
The Health Plan
University Hospitals CompCare
Vantage Occupational Health Plan

County-specific certified MCO

Paramount Preferred Network

Allen	Huron
Ashland	Lucas
Crawford	Ottawa
Erie	Richland
Fulton	Sandusky
Hancock	Seneca
Henry	Wood

MCO alphabetical table

We use a five-digit number to identify each MCO. This number is located under the MCO's name on this page. Use this number when completing the *MCO Selection Form* on ohiobwc.com or on page 7 of this guide.

1-888-OHIOCOMP **10041**

2900 Carnegie Ave.
Cleveland, OH 44115
888-644-6266
888-644-7339 Fax

3-Hab **10013**

9916 Carver Road, Suite 400
Cincinnati, OH 45242
800-869-1871, option 0
or 513-221-3422, option 0
513-221-2008 or 800-869-1872 Fax

Advocare **10026**

25001 Emery Road, Suite 300
Cleveland, OH 44128
800-659-4025

ALPS CompCare **10050**

10653 Chester Road
Cincinnati, OH 45215
800-835-2577

AultComp **10016**

100 Lincoln Way E., Suite 360
P.O. Box 4817
Massillon, OH 44646-4817
888-738-5800 or 330-830-4919

CareWorks **10010**

5555 Glendon Court
Dublin, OH 43016
888-627-7586

Comp One **10073**

725 Boardman-Canfield Road, Unit A-3
Boardman, OH 44512
877-281-9821 or 330-259-0083

CompManagement Health Systems **10005**

6377 Emerald Parkway
P.O. Box 1040
Dublin, OH 43017
888-247-7799

CorVel **10008**

5080 Tuttle Crossing Blvd.
Dublin, OH 43016
800-987-5515 or 614-793-8400
614-846-7097 Fax

GatesMcDonald HealthPlus **10009**

P.O. Box 182720
Columbus, OH 43218
800-642-7587
888-329-6261 Fax

GENEX Care for Ohio **10042**

1329 E. Kemper Road, Suite 4218
Cincinnati, OH 45246
800-447-6250

Health Management Solutions **10006**

2545 Farmers Drive, Suite 400
Columbus, OH 43235
888-202-3515

Klais & Co. **10025**

1867 W. Market St.
Akron, OH 44313-6977
800-331-1096, ext. 203

Managed Medical Assurance Co. **10053**

4150 Belden Village St., Suite 503
Canton, OH 44718
800-530-2331 or 330-492-5300

Medical Administrators **10011**

28301 Ranney Parkway
Westlake, OH 44145
440-899-2400 or 800-542-9479

Mercy Work Solutions Inc. **10030**

2600 Navarre Ave.
6th Floor North Building
Oregon, OH
888-222-5691 or 419-696-6479
419-251-0479 Fax

Ohio Employee Health Partnership **10017**

1150 Schrock Road, Suite 210
Columbus, OH 43229
614-885-0039 or 888-844-0039

Paramount Preferred Network **10037**

P.O. Box 490
Toledo, OH 43697-0490
888-740-0272, option 2

Premier Comp of Hometown Health Network **10028**

P.O. Box 1124
Massillon, OH 44648
800-776-4771

Premier Managed Care **10015**

P.O. Box 609
Lewis Center, OH 43035
800-510-4155

Sheakley UNICOMP **10002**

P.O. Box 422402
Cincinnati, OH 45242
888-743-2559 or 513-326-8003

The Health Plan **10060**

52180 National Road, E.
P.O. Box 97
St. Clairsville, OH 43950-0097
888-847-7810

University Hospitals CompCare **10052**

3605 Warrensville Center Road, 3rd Floor
Shaker Heights, OH 44122
800-818-7273

Vantage Occupational Health Plan **10061**

P.O. Box 1549
Dublin, OH 43017
877-847-5459

MCO Selection Form

Complete the form below, tear it out and drop it in the mail.

Please make sure BWC receives your signed form within 30 days of you receiving this selection guide.

Employer policy number: (Use the eight-digit number located on your certificate of coverage.)

Company name: _____

Doing business as: _____

Contact name: _____

Number of employees:

Phone number with extension: () - ext.

Fax number: () -

County of operation: (Use the two-digit number from the MCO county table on page 5.)

Mailing address: _____

City: _____ State: _____ ZIP code:

Name of MCO selected: _____

MCO number: (Use five-digit number that appears under the MCO's name in the MCO alphabetical table on page 6.)

Employer's right to select

An employer may select any MCO that meets his or her individual business needs. The MCO selection is solely the employer's choice.

Mail or fax form to:

Ohio Bureau of Workers' Compensation
Attn: Policy processing
30 W. Spring St, 22nd floor
Columbus, OH 43215-2256

Fax: 614-728-0278

Employer signature: _____

Employer name (print): _____

Employer title: _____

Date: _____

For your **records**

Fill in the information below and keep this form for your records.

Name of MCO selected: _____

MCO number: (Use the five-digit number that appears under the MCO's name in the MCO alphabetical table on page 6.)

Date you made your selection: _____

Questions

Visit ohiobwc.com.

- or -

Call 1-800-OHIOBWC.