

# 2011 MCO Report Card



BWC has created the MCO Report Card to help you evaluate the performance of managed care organizations (MCOs). The report card measures components contributing to the quality of medical management, safe return-to-work strategies and timeliness of service.

This report card serves as an objective source of information to help you select an MCO. You may receive marketing materials from other sources. Keep in mind, these sources create the materials with the intent to influence your MCO selection.

The report card components are:

- Number of employers;
- Number of claims;
- First report of injury (FROI) timing;
- FROI turnaround time;
- Optimal return to work.

Described below are each of the components and how we measured the MCO information.

## **Number of employers**

**Note:** To better reflect and maintain consistency in recording MCO work activity, the definition of this measurement has been changed from the one used in the report cards prior to 2009. The new measurement includes all employers in one of the three active statuses.

This measure includes the number of employers assigned to the MCO as of Dec. 31, 2010 that were in an Active, Reinstated, or Debtor in Possession status.

## **Number of claims**

**Note:** To better reflect and maintain consistency in recording MCO work activity, the definition of this measurement has been changed from the one used in the report cards prior to 2009. The measurement now includes all claims, regardless of date of injury, that have received medical case management or utilization review in a specified period. For the 2010 report card the period was 13 months, for the 2011 report card the period is the last 24 months.

This measure includes the number of claims assigned to the MCO on Dec. 31, 2010, regardless of date of injury, that were in an active status, excluding claims with a date of death populated, claims in disallowed, dismissed or settled status, and out-of-statute claims.

## **FROI timing\***

The sooner a claim is filed, the sooner an injured worker can receive medical treatment and benefits, and the quicker he or she can safely return to work. FROI timing is the average of the number of days between the date of injury and the date the claim is filed with us. We removed the 5 percent of claims with the longest lag times per MCO.

This measure is a reflection of how long it takes us to receive notification of a workplace injury. It includes the time from the date of injury to when the employer, injured worker or provider notifies the MCO, and the time from when the MCO is notified to the time the claim is filed with us.

## **FROI turnaround\***

FROI turnaround measures an MCO's efficiency in submitting claims. MCOs must gather and validate the required information before submitting the claim to us. FROI turnaround is the average of the number of days between the date MCOs receive the FROI notice and the date they electronically file the claim with us.

## **Optimal return to work**

Optimal return to work compares actual time lost against established benchmarks. We identify these benchmarks as loosely managed and well managed. Optimal return to work only counts injured workers who remain at work 90 days or more after returning to work from an injury. We base an MCO's return-to-work score on the MCO's progress from its loosely managed benchmark toward its well managed benchmark.

DoDM (degree of disability management) is the model we use to evaluate the optimal return to work measure of each MCO. Optimal return to work looks at the injured worker's injury(ies) and occupation. For example, we expect a construction worker who breaks a leg to be off work longer than an office worker because of how the injury relates to his or her job.

\* FROI average scores are based on claims with dates of injury between March 1, 1997, and Dec. 31, 2010, sent to us between Jan. 1, 2010, and Dec. 31, 2010.

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	Number of employers	Number of claims	FROI timing	FROI turnaround	Optimal return to work
<b>MCO average score</b>			<b>6.17</b>	<b>0.97</b>	
					Loosely managed → Well managed
1-888-OHIOCOMP	15,902	25,381	5.63	1.03	
3-hab	8,111	13,120	6.17	1.67	
AdvoCare	9,765	10,069	6.34	1.07	
AultComp MCO	3,284	5,510	4.67	1.45	
CareWorks	90,631	106,439	6.07	0.59	
Comp One	1,324	2,300	8.02	1.93	
CompManagement Health Systems	31,061	63,252	5.91	0.83	
CorVel Ohio MCO	4,871	13,317	6.79	1.65	
Frank Gates Managed Care Services	1,665	1,654	8.32	1.29	
GENEX Care for Ohio	1,780	2,302	8.58	1.23	
Health Management Solutions	9,164	13,455	7.02	1.86	
Medical Administrators	4,210	10,367	5.75	1.39	
Ohio Employee Health Partnership	4,334	6,291	7.81	0.56	
Sheakley UNICOMP	36,099	49,341	6.40	1.17	
The Health Plan	3,530	4,601	5.53	0.93	
University Hospitals CompCare	4,481	6,923	6.25	1.18	
WorkStar Health Services	778	2,492	6.09	2.04	