

# MCO

## 2008 Report Card

BWC has created the *MCO Report Card* to help you evaluate the performance of managed care organizations (MCOs) certified in your county. 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 BWC measured the MCO information.

### **Number of employers**

This category includes the total number of employers assigned to the MCO as of Dec. 31, 2007.

### **Number of claims**

This measure includes the total number of claims assigned to the MCO with dates of injury and BWC filing dates between March 1, 1997, and Dec. 31, 2007. Since claims are filed constantly, this number continually increases.

### **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 BWC. The bureau removed the 5 percent of claims with the longest lag times per MCO.

This measure is a reflection of how long it takes BWC 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 BWC.

*\* FROI average scores are based on claims with dates of injury between March 1, 1997, and Dec. 31, 2007, sent to BWC between Jan. 1, 2007, and Dec. 31, 2007.*



### **FROI turnaround\***

FROI turnaround time measures the MCO's efficiency in submitting claims. MCO's must gather and validate the required information before submitting the claim to BWC. 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 BWC.

### **Optimal return to work**

Optimal return to work evaluates the MCO's success in returning injured workers to work given the severity of the injury and the intensity of the job duties. The optimal return-to-work measure includes the most common injuries experienced in the workers' compensation environment. BWC expects injured workers with more severe injuries and jobs that are more strenuous to be off work longer than those with less severe injuries or strenuous jobs. Optimal return to work measures the relationship of the calculated days missed from work to the MCO's individual loosely managed and well-managed benchmarks.

Each MCO's loosely managed and well-managed benchmark is different based on the mix of injuries and industries assigned to that MCO.

BWC bases the loosely managed benchmark on Ohio experience prior to the full implementation of managed-care initiatives. BWC bases the well-managed benchmark on best-case goals as developed by an actuarial firm the bureau hires.

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Optimal return to work  
 First report of injury turnaround  
 First report of injury timing  
 Number of claims  
 Number of employers

MCO average scores	Number of employers	Number of claims	First report of injury timing	First report of injury turnaround	Loosely managed	Well managed
			6.23	1.30		
1-888-OHIOCOMP	21,995	127,237	6.12	1.00		
3-Hab	6,558	26,598	6.03	1.71		
Advocare	18,365	44,028	7.15	1.37		
ALPS CompCare	8,891	11,509	8.06	2.25		
AultComp	7,774	44,129	4.31	1.55		
CareWorks	155,719	761,296	5.88	0.86		
Comp One	1,960	9,991	7.14	1.96		
CompManagement Health Systems	58,376	415,755	5.95	1.34		
CorVel	14,427	115,104	6.60	1.62		
GatesMcDonald HealthPlus	63,966	248,719	7.18	1.78		
GENEX Care for Ohio	6,856	19,204	7.30	1.89		
Health Management Solutions	26,769	64,932	7.69	2.19		
Klais & Co.	6,628	4,924	7.50	1.95		
Managed Medical Assurance Co.	5,683	4,442	6.91	1.78		
Medical Administrators	15,654	62,112	6.20	1.76		
Mercy Work Solutions	4,777	20,922	6.96	1.98		
Ohio Employee Health Partnership	16,304	66,027	6.33	2.18		
Paramount Preferred Network	2,514	12,987	7.58	2.21		
Premier Comp of Hometown Health Network	8,243	23,900	5.37	1.69		
Premier Managed Care	7,425	20,920	7.21	1.70		
Sheakley UNICOMP	47,847	291,186	5.88	1.30		
The Health Plan	3,859	14,612	5.70	1.23		
University Hospitals CompCare	12,921	52,940	6.33	1.38		
Vantage Occupational Health Plan	4,806	13,510	7.64	0.89		