

Utilization Review



Product Overview

Coventry Workers' Comp Services' (CWCS) Utilization Review (UR) service provides prospective, concurrent, and retrospective review of health care services based on medical necessity. Nurses complete first level reviews and determine if the treatment is within guidelines. If the treatment request falls outside of guidelines, the nurse requests a physician to review the case.

Features and Benefits

- Accredited by URAC, an independent, non-profit organization recognized as a leader in promoting health care quality through its accreditation and certification programs
- In states in which a formal utilization program has not been enacted, utilization review is completed in accordance with Coventry policies which align with URAC standards
- CWCS uses national evidence-based guidelines
- Only medical necessity is addressed, not compensability or causation
- Time frames are mandated for rendering determinations
- A physician reviewing the case is required prior to denying treatment requests
- Recommendations are communicated to the appropriate parties
- Staff dedicated by customer and jurisdiction
- Electronic interface with UR physicians and bill review

Solutions to Restore Health and Productivity

With a 99% on-time delivery rate, CWCS' UR program provides prompt reviews, helping eliminate unnecessary medical costs and procedures. Additionally, CWCS' flexible UR solution develops client-specific triggers and workflows, to build a product that meets a customer's unique needs.

Why CWCS?

- Processes over 125,000 utilization review requests annually
- URAC accredited
- National coverage supports all U.S. time zones
- Staff uses nationally recognized evidence-based guidelines
- State specific UR programs for CA, TX, MA, TN, and KY
- Strong internal regulatory department helps keep clients abreast of changes in the constantly changing workers' comp industry

**Want More Information?
Call Our Offices**

Office 800.790.8662
e-mail [wcservices_ information@cvtty.com](mailto:wcservices_information@cvtty.com)

www.coventrywcs.com