

Network Customization

Provider Networks are essential when managing workers' compensation injuries. Custom networks support compliance through built in measures that ensure the right provider selection for each program. Customized networks can be integrated with nurse triage, clinical programs, telemedicine, pharmacy, and other specialty networks to deliver improved overall outcomes.

Customization made simple

Whether you are offering a state certified program or a broad-based network, client specific needs or preferences may occur. Similarly, your claims adjusters may have experience with providers that they would like to add, or remove, from the network. This is where Coventry's network customization tool simplifies the process.

Certified Networks

Coventry offers certified networks in 15 States across the country. These certified networks are referred to as Medical Provider Networks (MPNs), Health Care Networks (HCNs), Preferred Provider Programs (PPPs), etc. based on the State's naming convention. Some certified networks allow for customization, while others do not.

Customization can be managed completely by clients with our customization tool or we can support you to develop the network configuration you need.

Standard Customization

In addition to MCO network customization, Coventry's network customization tools are available in states where customization of broad-based networks are permitted.



Why customize a network?

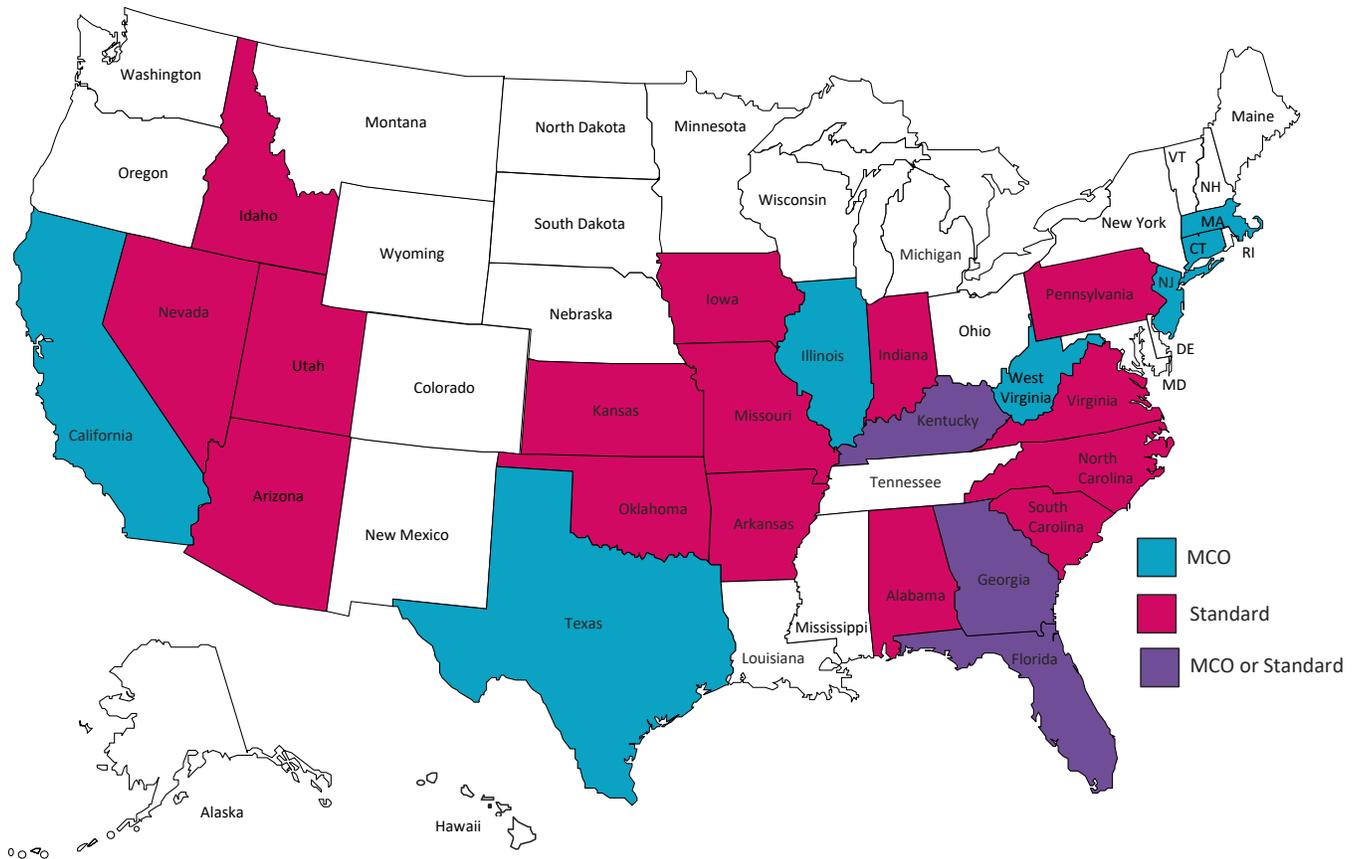
Customization allows clients to design a network that meets their specific population's needs.

States that allow direction of care are ideal for network customization, so injured workers can be directed to preferred providers who:

- Are familiar with the workers' comp system
- Meet necessary contracting and credentialing requirements
- Align treatment plans with nationally recognized guidelines

In addition, clients that analyze their own claims data may want to include providers based on the results of their analytics.

States allowing customization



Custom networks can include providers from the Coventry broad-based network as well as client selected non-participating providers.

In MCO states Coventry supplies all the pertinent network-related documents, works with each client individually on filings, and submits to the State for approval.

Customization can be managed completely by Coventry or clients can customize their own network through our online customization tool.

Clients using custom networks have realized

5% increase in network utilization

20% improvement in savings

14% reduction in claim duration

Exceptional Network Solutions

Broad-based | Certified | Specialty | Custom
Outcomes-based | Telemedicine

For more information, contact us at
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