

# Exclusive Provider Program (EPP)

The Exclusive Provider Program (EPP) identifies a subset of providers and specialists within the Coventry Integrated Network® who provide cost-effective medical care while adhering to high quality standards. The EPP consists of point-of-entry providers, as well as orthopedic surgeons and chiropractors, who meet the criteria for inclusion in the program. These providers are identified through channeling tools to assist clients in directing care to providers who can help manage medical claim costs.

## EPP Selection Process

- Concentrates on point-of-entry and selected specialty providers that have consistently and positively impacted work comp claims
- Identifies providers who deliver high quality care at a lower medical cost
- Distinguishes providers based on quality, cost, access, and performance utilizing medical bill data
- Utilizes objective and structural criteria

## Methodology

EPP analysis includes three years of medical billing data to identify providers who have sufficient volume and experience treating work related injuries. Providers must exhibit accepted billing patterns (i.e. visit frequency, upcoding and unbundling), channel effectively to in-network referrals for injured workers needing additional treatment, and demonstrate acceptable per claim average medical expenses.

Providers are grouped into quartiles based on scores for each measure, and measures are adjusted by injury severity. Only providers in the top three quartiles are retained for the EPP.



## Benefits

- Pinpoints providers with experience managing workers' comp injuries and who are familiar with administrative/reporting requirements associated with work comp
- Provides high level information of providers' treatment results derived from medical billing data
- Assists adjusters and case managers in managing increasing injury severity and medical cost
- Results in lower medical and overall claim costs compared with both Coventry's broad-based preferred provider organization (PPO) and non-network providers

**Studies show more experience treating workers' comp injuries results in fewer lost time cases and reduced legal costs.**

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