

Utilization review

The right treatment at the right time means getting your injured workers back to work as quickly and safely as possible.

Delivering peace of mind

A workplace injury impacts an employee's health, productivity and quality of life. Using evidence-based medical guidelines, our clinicians assess each situation from top to bottom to ensure care that's medically necessary — and to get injured workers back to work sooner. Because we understand that waiting to learn if treatment will be approved can bring a lot of uncertainties, we'll ease any concerns with fast delivery, well within the current state timelines.

Coverage at any stage of treatment

- **Prospective:** assesses proposed treatment to quickly establish its medical necessity, and to avoid inappropriate or ineffective treatment.
- **Concurrent:** ongoing review of care determines whether additional services (e.g., extended hospital stays, rehabilitation visits) are medically necessary.
- **Retrospective:** addresses potential care-related issues after treatment has been rendered, but before a bill has been paid; a key element in potential claim disputes or denial based on medical necessity.

A step ahead

You can be confident in the service and support offered by every Careworks nurse and clinician throughout the UR process: Each is extensively and continually trained, and our organization is URAC-accredited, attesting the high quality standards of our review process. With our expansive national network of review physicians, Careworks is able to offer specialized and state-specific expertise. Our review process includes an outreach by our reviewer to the requesting provider to assure a complete and accurate review determination.

Created by us, designed for you

Benefits of our proprietary software include:

- Special instructions — based on the client, jurisdiction or process — to bring together all attributes
- Physician reviews directly from the system for more control, transparency and faster communication
- Alerts and notifications to keep the claims examiner well-informed
- System-driven workflow to assure consistent, timely and accurate determinations
- Experience interfacing with multiple claims and bill review systems

About Careworks

At the heart of any organization are its people. When one of your employees is out of work for illness or injury, Careworks is there, ready to help them on their return to health, work and productivity. By providing the right care and coordination solutions — from clinical case management to networks and support — along with the best treatment and cost oversight, we're driving better outcomes for your injured workers. And that means better outcomes for you.



To learn more about our integrated and customized solutions, visit [CAREWORKS.COM](https://careworks.com)