



PPO network solutions

When workplace injuries occur, having access to the right care and providers from the start can make a positive impact on the claims process. At Sedgwick, we collaborate with our clients to develop the most effective network mosaic that offers fast, efficient medical care focused on quality. Our preferred provider organization (PPO) network serves a pivotal role in helping clients return injured employees back to health and productivity while minimizing costs.

Providing care nationwide

Our expansive network includes more than 900,000 providers, spanning various locations and specialties across the U.S. We work to maintain and enhance our PPO network through key strategies including direct contracts with providers and facilities, as well as partnerships with specialty and broad-based affiliate provider networks. Our team is committed to continually refining and expanding our network to ensure superior coverage and savings for our clients. Our approach includes analyzing leakage reports, conducting geo-analysis, and recruiting providers nominated by clients or existing network providers. We also welcome providers who express interest in joining our network.

Network credentialing

To determine if a provider is a good fit for our network, Sedgwick reviews the following criteria:

- Experience treating occupational injuries
- Familiarity with workers' compensation reporting requirements
- Cooperation with network requirements including utilization review and coordination with case managers
- Ability to accept new patients

We adhere to nationally recognized accreditation standards including the National Committee for Quality Assurance (NCQA) and partner with an NCQA-accredited credentials verification organization to gather all required material. Our credentialing team works with our medical director to review submissions and meets monthly to approve new providers.

Quality assurance

To maintain the quality of our network, we continuously monitor contracted providers for any adverse decisions, medical malpractice, sanctions or other issues between credentialing sessions. Our data integrity solution helps to ensure practice addresses, phone numbers and other provider demographics are accurate within our directory.

In the event a network provider is flagged due to an adverse action, our credentialing team conducts a thorough review through the National Practitioner Data Bank. Our medical director will work with our credentialing committee to make the determination to terminate, monitor or continue the relationship with the provider.

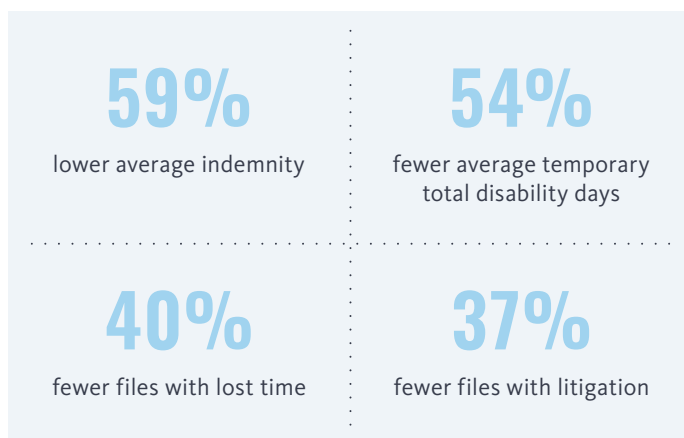
In addition, our provider services team actively monitors and addresses complaints against providers, focusing on resolving issues related to administrative practices and ease of use. Our credentialing committee also reviews complaints against directly contracted and affiliated providers to ensure effective management.



Five-star provider benchmarking

Our provider benchmarking and search tool helps find in-network providers who not only understand the workers' compensation treatment philosophy, but also have quality outcomes. Providers receive a score from one to five stars when they have treated enough injured employees to have sufficient data in the claims system for a valid analysis. The providers affiliated with the best claims outcomes have three to five stars. Scores are determined by analyzing our extensive claims database and using objective measures, such as duration and frequency of medical care, length of disability, percentage of litigation and overall costs. Generally, the claims data defines the outcomes measurement and the bill review data establishes provider specialties linked to claims.

By matching injured employees with top-performing medical providers for initial care, we help our clients achieve the following results:



Helping employees get the care they need

Through our careful review and credentialing process, we continue to grow and enhance our network, helping clients provide quality care for their injured employees and control costs.

To learn more about our PPO network solutions, contact:

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