

# Provider benchmarking and search tool



*Our provider search tool works hand in hand with our five-star benchmarking program to ensure quality care, control costs and drive positive results for clients.*

## Scoring methodology

Over two million claims are analyzed in our scoring model. To determine the score, the system reviews 20 variables focused on cost, duration, litigation, recidivism and disability days. Using consolidated provider data, the system identifies the specialty for peer-to-peer scoring and links providers to claims treated. Our model also removes outlier claims that could skew scoring (based on total incurred and claim duration), and adjusts for claim complexity and severity.

## Our comprehensive program

Sedgwick's online provider search tool, a key element in our benchmarking program, enables clients and colleagues to identify providers who achieve the most successful claims outcomes. The system was created in close collaboration with examiners and end users, and includes PPO network participation, state-by-state quality care solutions and customizable options.

## Features and benefits

Sedgwick's provider search tool offers a wide range of benefits for users. The medical and panel card capabilities, and provider data symbols are among the key features.

## Electronic medical cards

Ensuring that injured employees have access to high quality network providers from the date of injury is crucial for successful claims management. Our medical card system is designed to help examiners and nurses quickly share information with employees, such as details on providers, and instructions for accessing pharmacy benefits and scheduling specialty services. Sedgwick's colleagues and clients can create medical cards and share them with injured employees and treating providers.

## Panel cards

Sedgwick has a team dedicated to creating customized panel cards for clients. A panel card is a list of quality, in-network providers compiled for specific employer locations using our benchmarking program. All provider information is validated for accuracy before being added to a panel card. Clients have the ability to create and save panel cards, and can easily locate existing cards for reference.

## Pharmacy indicator tool

The pharmacy indicator helps our claims team address patient safety and cost concerns related to prescription drugs. The tool flags the names of medical providers whose drug prescribing practices indicate adverse drug utilization trends.

### Additional features

Our provider search tool includes other helpful features such as:

- A landing page with intuitive buttons for easy navigation; and flexible search options to look up providers by name, region and address
- A map view showing providers within a geographic area
- Provider pages with specialty, sub-specialty and five-star benchmarking details for our claims team
- Jurisdictional compliance information for direction of care and state-specific rules for document creation
- Logic that removes duplicate physician information tied to multiple network affiliations
- Text messaging options for provider referrals, turn by turn driving directions and pharmacy first fill updates

### Service expertise

Our provider search tool includes many innovative features that enhance the services we bring to clients. When we help injured employees obtain their initial treatments from medical providers who consistently demonstrate quality outcomes, the entire claim process and all parties involved benefit.

To learn more about our provider benchmarking and search tool, contact:

**P.** 800.625.6588 **E.** [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com)



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

## Results

Matching injured employees with top-performing medical providers for care offers several advantages for our clients. When comparing average claim outcomes for four- and five-star providers to those from lower scoring providers, the results include:

**58%** lower indemnity costs

**55%** lower total incurred costs

**52%** lower medical incurred costs

**42%** shorter claim duration

**54%** less temporary total disability days