

Provider benchmarking and search tool

Sedgwick's 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.

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.

Specialties

Our provider benchmarking and search tool includes the following specialties:

- Primary care
- Orthopedic surgery
- Neurology
- Hand surgery
- Spine surgery
- General surgery
- Chiropractic
- Podiatry
- Acupuncture
- Dental
- Pain management
- Psychology/psychiatry

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 also completes the following:

- Identifies specialty for peer-to-peer scoring
- Links providers to claims treated
- Removes outlier claims that could skew scoring (based on total incurred and claim duration)
- Adjusts for claim complexity and severity

Results

Our five-star provider benchmarking program offers several advantages for clients. When injured employees are matched with top-performing medical providers for initial care, the results include:

- 47% lower average total incurred costs
- 52% reduction in average temporary total disability days
- 40% fewer files with lost time
- 54% reduction in litigation rate

Features and benefits

Sedgwick's provider search tool offers a wide range of benefits for users. The medical and panel card capabilities, pharmacy indicator tool 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. It also covers utilization review and provider billing information, and supports pro-active return to work efforts by informing employees and physicians that modified duty may be available with variations based on jurisdiction. We offer the following options for our colleagues and clients to produce cards:

- All Sedgwick colleagues have the ability to create cards as needed. Our examiners and nurses can access the medical card specific for each jurisdiction and client. Users can add up to two

providers affiliated with the best treatment outcomes. Cards can be emailed to the injured employee and treating provider.

- Clients can create medical cards containing pharmacy first fill information, our specialty services and provider network details. They also have the option to add claim-specific information. Electronic or hard copy versions can be shared with the injured employee and treating provider.

Our medical cards and provider search features are tied to our unique benchmarking program, which allows our examiners, clinicians and clients to consistently share information on the providers affiliated with the best outcomes.

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. A panel card symbol on the provider's page indicates they were associated with favorable outcomes in the past and are currently being used on a panel card. 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. Our examiners and nurses can access each client's cards to consistently guide injured employees to the providers who achieve the most successful claims outcomes.

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. These trends are most often associated with over-prescribing narcotics or prescribing them outside the standards of care.

Provider data symbols

Each provider record includes a verification symbol confirming that their demographic data has been verified as correct within the last 180 days. A caution symbol identifies records where a change form has been submitted, which may indicate that profile data, such as the phone number or address, is incorrect and is being updated.

Additional features

Our provider search tool includes other helpful features including:

- 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
- The ability to report incorrect provider information and submit nominations
- Real-time examiner/nurse user interface within Sedgwick's proprietary claims management system

Service expertise

We provide training on all of the features in the provider search tool for colleagues, and we expect our examiners to refer injured employees to top performers wherever we can direct care. They understand all of the features in the search tool and can quickly assist injured employees and clients.

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

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