

# NH MANAGED CARE

Jill Langelier, BSN, RN, RN-BC, CCM, IMF  
June 18<sup>th</sup>, 2015



## Who is Tandem Injury Management?

- A nurse owned and operated medical case management company, based in Manchester, NH
- A State of NH Department of Labor approved Workers Compensation Managed Care Organization
- All nurses working with injured employees are Registered Nurses and State approved Injury Management Facilitators
- Nurses are trained to manage occupational injuries that range in severity from minor to catastrophic/medically complex

2

## NH is a Unique State for W/C Medical Care

- No fee schedule – carriers pay 100% of billed charges  
     → NH is one of only 7 states without a fee schedule to control costs
- No prior approval is needed for treatments or procedures
- No mandated utilization review to assess for necessity or duration of care
- Medical bills related to an injury remain the responsibility of the carrier as long as treatment is required. The medical portion of a claim cannot be settled.
- Employers/carriers cannot direct care during any part of the treatment process
- Participation in a formal managed care program is the most effective way to control medical costs; Tandem's Managed Care Network provides statewide coverage with well known high quality providers. Employees must treat in network unless out of network care is preapproved.

3

## Advantages of Tandem's Network & Managed Care

- Built to be a Workers Compensation Network
- Where able, due to good alternate provider options, certain specialties and provider groups with poor outcomes & high costs have been limited or eliminated
- Timely access to quality and efficient care, by utilization of Occupational Health providers who are the "specialists" of work place injuries
- When appropriate, timely access to specialists without the lengthy delays sometimes associated with general healthcare
- Nurse/IMF review of injuries within 24-48 hours of reporting

4

## Advantages continued...

- Nurse assessment of injury, immediate treatment needs, red flags such as co-morbid medical issues, treating provider issues, limited provider options due to location, etc.
- Assignment of telephonic or on-site nurse case management if needed
- On-going review of medical treatment needs and appropriateness of ordered care
- Develops relationship with injured worker to assist with care
- Nurse works closely with claims adjuster and HR to coordinate safe and timely RTW efforts to minimize lost time

5

## Importance of Employer assisting with initial medical care

- The value of the employer's role at the time of injury cannot be underestimated.
  - Inform and educate your employees about the Managed Care Network
  - The Managed Care Network offer CHOICES for where the injured employee can seek treatment
  - Remember, in NH you cannot direct care, but you can provide the names of **in-network providers** where they might choose to seek treatment (where available, Occupational Medicine is best)
- Tandem is here to help your employees find an appropriate provider if they need assistance: 603-624-5660
  - Tandem can call the injured employee's provider of choice to arrange an appointment for them – most Occ Med facilities are open to this and will see the employee the same day or even as a walk in

6

## Managed Care Tool Box

- Managed Care Information
  - Introductory letter from Cross Ins. TPA to injured worker will include:
    - Employee Managed Care ID card
    - Rights and Responsibilities Sheet
- Copy of managed care provider network (electronic)
- In-Network Provider Options worksheets
  - Customized to employer locations
  - Provides several local in-network Occ. Med. Options
  - Lists provider address, phone number, hours of operation, and if walk-ins are accepted
- I will send you copies of the Rights and Responsibilities Sheet and Provider Options worksheets. The managed care provider network will be sent electronically

7

### Tandem Managed Care Program

#### In-Network Provider Options\*

Account Name: ABC EMPLOYER

Effective Date: November 1, 2014

#### Occupational Health Care Providers

##### Nashua Area:

##### Bedford Occupational and Acute Care

436 Amherst Street, Suite 3

Nashua, NH

Phone: (603) 942-7057

\*Same day or walk-in appointments available: M-TH 8-5; F 8-3

##### St. Joseph Business and Health

166 Kimbley Street

Nashua, NH

Phone: (603) 595-7371

\*Same day or next day appointments available: M-F 7:30-4:30

##### Manchester Area:

##### Bedford Occupational and Acute Care

One Highlander Way

Manchester, NH

Phone: (603) 625-2622

\*Same day or walk-in appointments available: M-F 8-5; Sat &amp; Sun 10-4

##### Elliot Occupational Health Services

125 Queen City Avenue

Manchester, NH

Phone: (603) 663-8400

\*Appointments available: M-F 8-5

\*For a complete listing of all in-network providers, please contact your HR representative or call Tandem at 603-524-5660



8

**QUESTIONS?**

9