



Utilization Review; an industry requirement

According to California Labor Code Section 4610, "Every employer shall establish a Utilization Review process either directly or through its insurer or an entity with which an employer or insurer contracts for these services."

If an employer fails to meet UR deadlines, state penalties and increased litigation may result. Decisions to approve, modify, delay, or deny a medical request, must now be made in as little as 5 days. With time limits as restricted as this, employers need a UR system they can confidently implement to ensure successful compliance.

Advantages Of Choosing SiennaMed

We help you meet this challenge by assisting you in developing and implementing an in house UR process, uniquely designed to meet your needs.

Our UR Program offers the following benefits:

- **Compliance with the UR standards set forth in ACOEM guidelines.**
- **Fulfillment of California Labor Code 4600 and 5307.27.**
- **Elimination of time and cost involved in recruiting, screening, hiring, and training your own Nurses, Medical Director and Panel Physicians.**
- **Ongoing assistance to your company with interpretation and implementation of the Administrative Director's latest rules and regulations.**

Program Outline

Our nurses are trained to assess each claim within 24 hours of assignment. Initial intake reports include an evaluation of appropriateness of treatment requested, measured against criteria found in ACOEM, MDA guidelines, and sources such as Cochran, Milliman and Robertson.

Medical authorization timelines vary based on the type of authorization being requested. Generally, our guidelines are:

- **Standard authorizations = 5 day turnaround**
- **Imminent and serious health threat = 72 hour turnaround**
- **Second opinion surgical intervention = 3 day turnaround**

Dispute Resolution

When a requested treatment authorization is not appropriate, the NCM escalates your case to our Medical Director. In 48-72 hours, the NCM receives a sound medically supported response regarding unresolved treatment requests. If delay or denial is indicated, we train our NCMs to be sure the finding is backed by a physician in the appropriate specialty.

Accessibility

With implementation of SiennaMed's UR program, you benefit because your staff has immediate access to their NCM. Unnecessary expense from delays in receiving medical status and opinions will be avoided. Having a NCM in your office also provides an excellent resource for your staff to roundtable claims and develop case resolution strategies.

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Medical expertise @ work for you™