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The importance of clinical care in claim management

- **The webinar will begin at 2:00 p.m. ET**
- **All attendees are in listen-only mode**
- Audio is only available through your computer audio. No dial-in number is available
- If others in your office want to join the webinar, have them register at <http://www.workcompauto.optum.com/resources/continuing-education> (Do not share your link with others. It is unique to you.)
- **CE credits are only available for those who qualify during the LIVE version of this webinar held from 2:00-3:00 p.m. ET on 08/12/2020**

On24 System Requirements:

- Windows 7+ (Microsoft Edge, Latest Internet Explorer, Firefox, or Chrome)
- Apple Mac OS 10.10+ (*Latest Firefox, Safari, or Chrome)
- Android 6.x (Chrome Browser Only)
- Apple iOs (*Latest version, Safari Browser Only)

* Official support for the "latest" version of a newly released browser, among those noted above, will be added within 8 weeks of public release. Until then, the previous version will continue to be supported instead.

If you are using an unsupported version of a Windows, Mac, or Linux operating system, you may experience difficulty in viewing and/or listening to the event.



The importance of clinical care in claim management

August 12, 2020 | 2:00-3:00 p.m. ET

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The following credits are still pending: Adjuster credits for KY and Certified Medicare Secondary Payer (CMSP)

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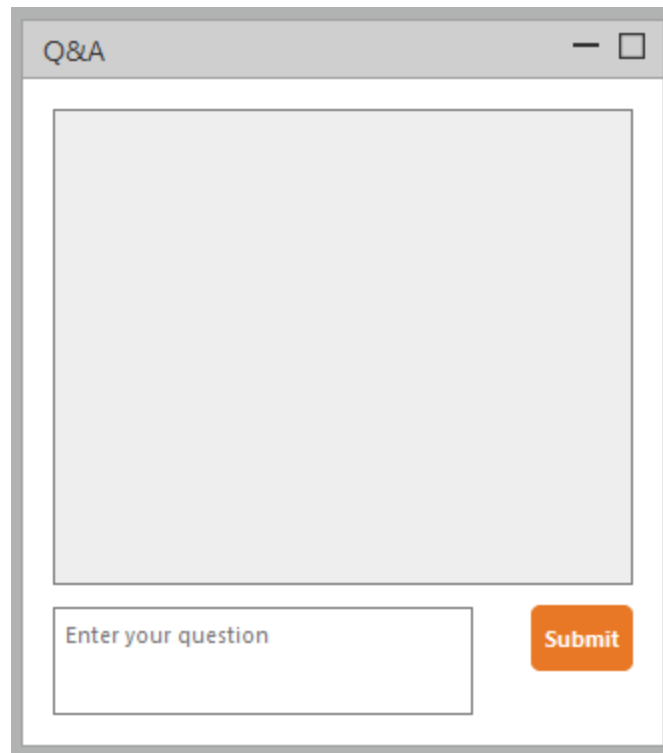
To receive continuing education credit

1. Remain logged on for the entire webinar.
2. Answer **all three** poll questions.
To submit your answers, use the Submit button on your screen or put your answer in the Q&A panel.
3. You will receive an email from the CEU Institute on our behalf approximately **24 hours after the webinar**. This email will contain a link that you will use to submit for your CE credits. **You will need to complete this task within 72 hours.**

If you will be out of the office and will miss the 72-hour window, send an email to ceprogram@optum.com to let us know. We will inform the CEU Institute that they may need to enter your CE submission manually upon your return.

Ask a question

Questions will be answered at the end of the presentation as time allows.



A screenshot of a Q&A interface window. The window has a title bar with the text "Q&A" and standard window control icons (minimize, maximize). The main area is a large, empty rectangular box for questions. Below this box is a text input field with the placeholder text "Enter your question" and an orange "Submit" button to its right.

Technical issues?

- Let us know if you experience an issue that causes you to:
- Miss a poll question
- Have audio problems
- Log out
- Any other technical issue

Send a message using the webinar controls question panel or email ceprogram@optum.com

The sooner we know about an issue, the faster we can take the steps needed to make sure you get the continuing education credits you require.

If you are having technical difficulties with audio or the visuals:

- Refresh your screen
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- Switch web browsers (Chrome tends to work well)
- Log off and log back in

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Presenters



Tron Emptage, R.Ph, MA
Chief Clinical Officer

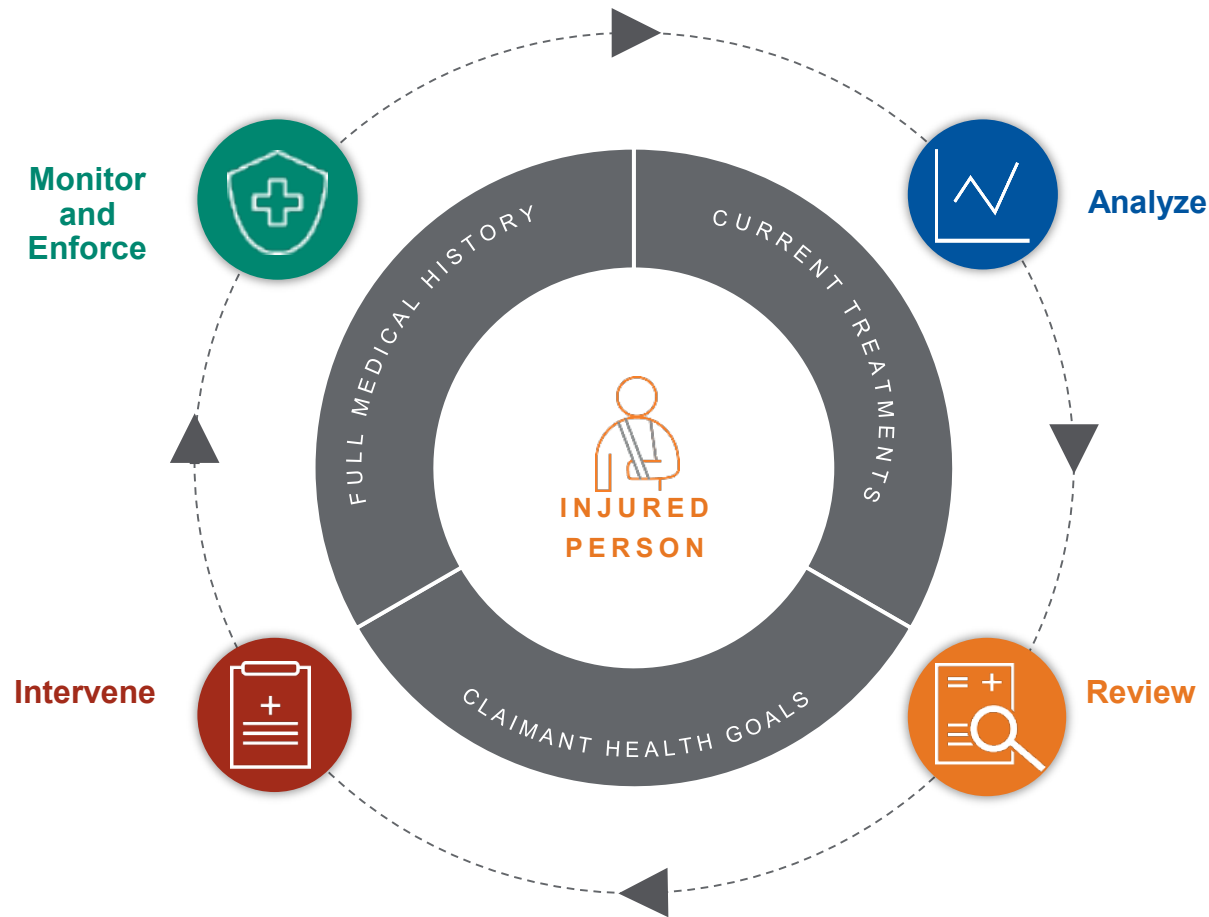


Dr. Robert Hall
Medical Director



Brenda Smith, MSCC, CMSP
Manager, Medicare Mitigation Unit,
Settlement Solutions

Clinical care provides the appropriate oversight from the first prescription through claim resolution.





**IT'S IMPORTANT TO
FOCUS ON THE
INJURED PERSON
TO DETERMINE THE
MOST APPROPRIATE
CLINICAL CARE**

Reference: <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health> (accessed 08/10/2020)

MEET LARRY

Larry is a 65-year-old construction worker with diabetes. He sustained a low-back injury and a fracture to the left leg and was transported to the hospital. His fracture was surgically repaired and he was discharged with prescriptions for medications, DME and physical therapy.



Analyze



Review



Intervene



Monitor and Enforce



Focusing on Larry

MEDICAL HISTORY

- 65-Years old
- Diabetic
- Overweight
- Prior lumbar discectomy surgery



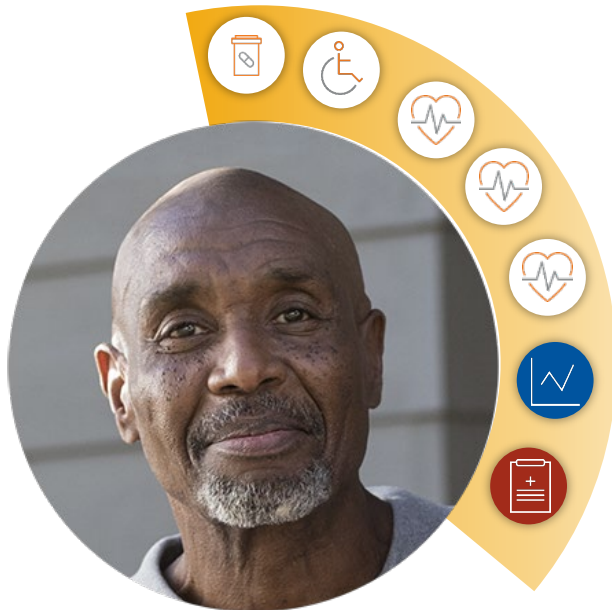
CURRENT MEDICAL TREATMENTS

- Surgery
- Physical therapy
- Pain medications

HEALTH GOALS

- Return to work
- Regain functional capacity

The story of Larry's treatment



PRESCRIPTIONS FOR

- PAIN
- MUSCLE SPASMS



ANCILLARY EQUIPMENT

- WALKER, WHEELCHAIR
- BEDSIDE COMMODE
- BACK BRACE



PHYSICAL THERAPY

BUILD STRENGTH
AND BALANCE



HOME HEALTH CARE
RN 8 HOURS PER DAY



INJECTION THERAPY

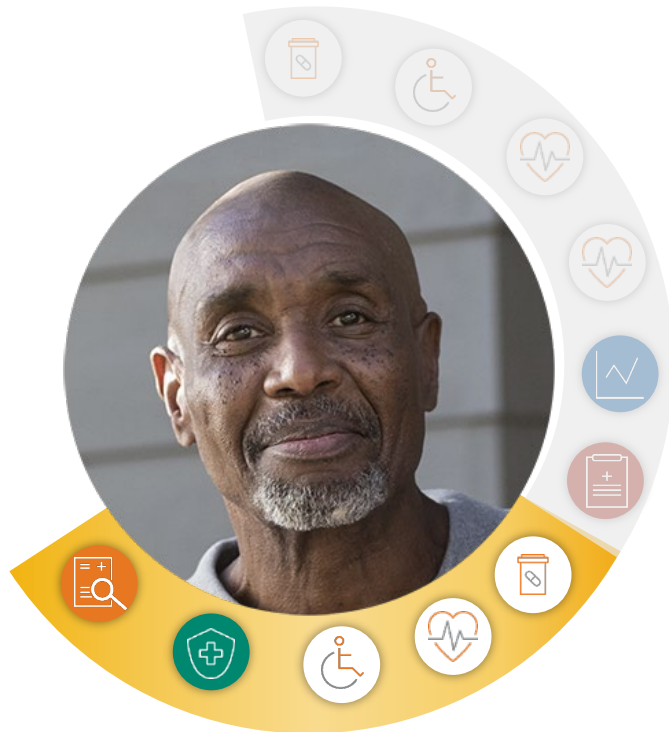


**ANALYZE TREATMENTS FOR
APPROPRIATENESS AND
CLAIM RESOLUTION**



**INTERVENE VIA
LETTER TO DOCTOR**

The story of Larry's treatment



PRESCRIPTIONS FOR:

- CONSTIPATION
- PAIN MEDS (INCREASED USE)
- DEPRESSION (HIGH COST)
- INSOMNIA (HIGH COST)



LUMBAR SPINE FUSION



ANCILLARY EQUIPMENT TENS UNIT



MONITOR

- HOME HEALTH NEED
- ANCILLARY EQUIPMENT



- ## REVIEW FOR THERAPEUTIC ALTERNATIVES
- SPINAL CORD STIMULATOR (SCS)
 - LOWER COST MEDS

The story of Larry's treatment



ANALYZE COMPLETE TREATMENT AND THE NEED FOR SCS



INTERVENE WITH PRESCRIBER



- OTC STOOL SOFTENER
- WEANED OPIOIDS
- LOWER COST MEDS FOR
 - INSOMNIA
 - DEPRESSION



NOT A CANDIDATE FOR SCS



MONITOR WITH A REGISTERED NURSE



ANALYZE NEW TREATMENT FOR CLAIM RESOLUTION



Clinical care throughout the claim helped Larry progress through his treatments and adjust high-risk behaviors as they were identified.



Analyze

Identify potentially inappropriate treatment or risk factors

Analyze:

What does this mean for the claims professional?

PHARMACY

- Medication history
 - Claimant age
 - MED level
 - State-based regulatory guidelines
 - Clinical guidelines (ACOEM & ODG)
 - Medication plan
-

ANCILLARY

- Current medications
 - Need for ancillary services
 - Appropriate ancillary equipment
 - Access to care and support
 - Medication history
 - Need for additional services
-

SETTLEMENT/ CLAIM CLOSURE

- Pharmacy data to identify claims with potential for cost savings through clinical mitigation
 - Brand name medications, high MED, duplicate therapy, spinal cord stimulator or surgical recommendations
 - Review claimant age and verify Medicare beneficiary status
 - Review for Section 111 reporting
-



Review

A clinician's evaluation of treatments, guidelines and evidenced based practices to help identify appropriate changes in therapy

Review:

What does this mean for the claims professional?

PHARMACY

- Duplication of therapy
- MED levels
- Polypharmacy
- Comorbid conditions
- Clinical guidelines (ACOEM and ODG)
- High-cost medications
- Regulatory compliance
- Generic opportunities

ANCILLARY

- Additional services
- Effective medical equipment
- Training needed
- Non-pharmacological therapies
- Evaluation of medical necessity and / or necessity of ongoing services
- Continuity of care

SETTLEMENT/ CLAIM CLOSURE

- Perform a review of the medication regimen as well as medical items if cost driver identified
 - Review Section 111 reporting to assure accurate information has been reported
 - Identify if an MSA or conditional payment verification is needed prior to settlement
-



Intervene

Clinical outreach addressing therapeutic concerns to drive toward better outcomes

Intervene:

What does this mean for the claims professional?

PHARMACY

- Drug testing
- Provider outreach
- Medication review
- Roundtables

ANCILLARY

- Evaluation of medical necessity and / or necessity of ongoing services
- Additional training
- New DME
- Efficacy of treatments

SETTLEMENT/ CLAIM CLOSURE

Provider outreach to address recommendations for both medication regimen as well as medical items



Monitor and Enforce

Evaluation and follow up on agreed upon treatment changes for optimal outcomes

Monitor and enforce:

What does this mean for the claims professional?

PHARMACY

- Pharmacist review
- Medication Therapy Management
- Telephonic nurse review
- Peer to Peer discussions
- Dispensing pharmacy intervention

ANCILLARY

- Additional non-pharmacological therapies
- Necessity of ongoing services
- Modality changes
- Utilization review
- Retraining on treatment or device

SETTLEMENT/ CLAIM CLOSURE

- Case monitoring
 - PBM blocks
 - Documentation Review
 - Section 111 Reporting
-



MEET LAURA

Laura is a 25-year-old who sustained a fracture to the left leg after falling from a ladder while painting. She was transported to the hospital and her fracture was surgically repaired. Two days later she was discharged with prescriptions for medications, DME and physical therapy.



Analyze



Review



Intervene



Monitor and Enforce

Focusing on Laura

MEDICAL HISTORY

- 25-Years old
- Anxiety



CURRENT MEDICAL TREATMENTS

- Opioid
- Benzodiazepine
- Blood thinner

HEALTH GOALS

- Return to work
- Regain functional capacity

The story of Laura's treatment



PRESCRIPTIONS FOR

- PAIN
- BLOOD THINNER
- ANXIETY



ANCILLARY EQUIPMENT

- WHEELCHAIR
- BEDSIDE COMMODE



PHYSICAL THERAPY (AT HOME)

BUILD STRENGTH
AND BALANCE



ANCILLARY EQUIPMENT

TENS UNIT

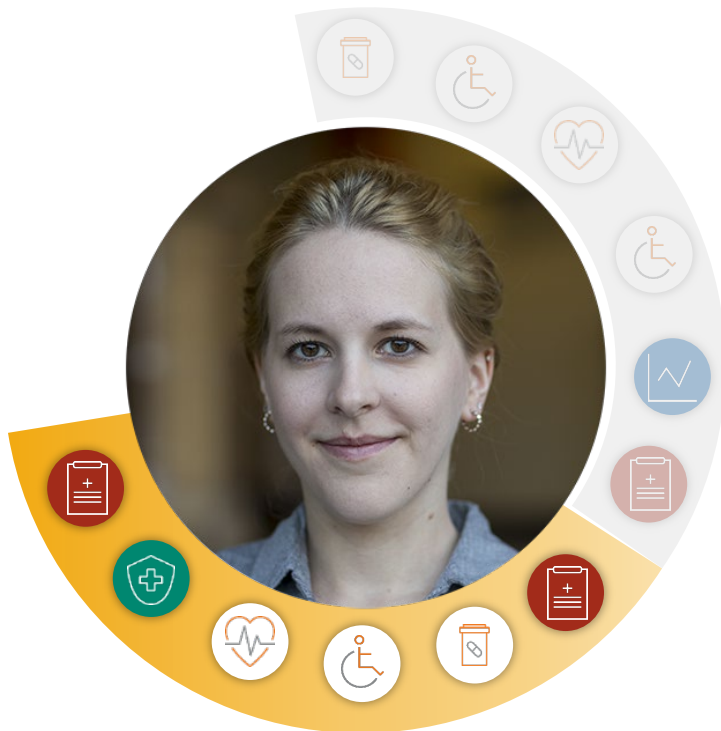


ANALYZE TREATMENT PLAN FOR APPROPRIATENESS



INTERVENE VIA LETTER TO DOCTOR

The story of Laura's treatment



**INTERVENE VIA OPIOID
SAFETY LETTER TO CLAIMANT**



**BENZODIAZEPINE
PRESCRIPTION FOR ANXIETY**



**ANCILLARY EQUIPMENT
WALKER**



**PHYSICAL THERAPY
BUILD STRENGTH
AND BALANCE**



**MONITORING BY ADJUSTER
FOR NEW MEDS REQUEST FOR
THERAPY**



**INTERVENE VIA
CLINICAL ROUNDTABLE**

The story of Laura's treatment



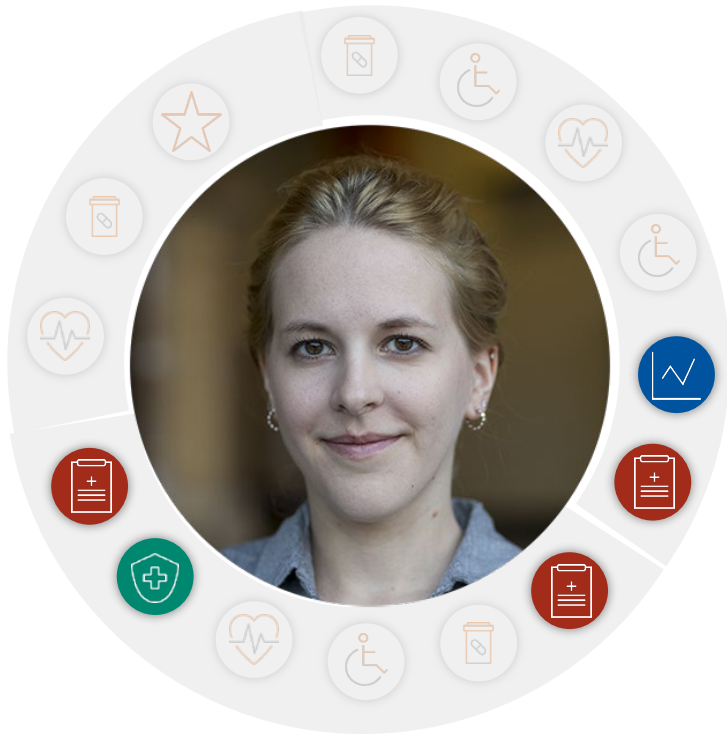
COGNITIVE BEHAVIORAL
THERAPY FOR PAIN AND
ANXIETY



OPIOIDS AND
BENZODIAZEPINES WEANED

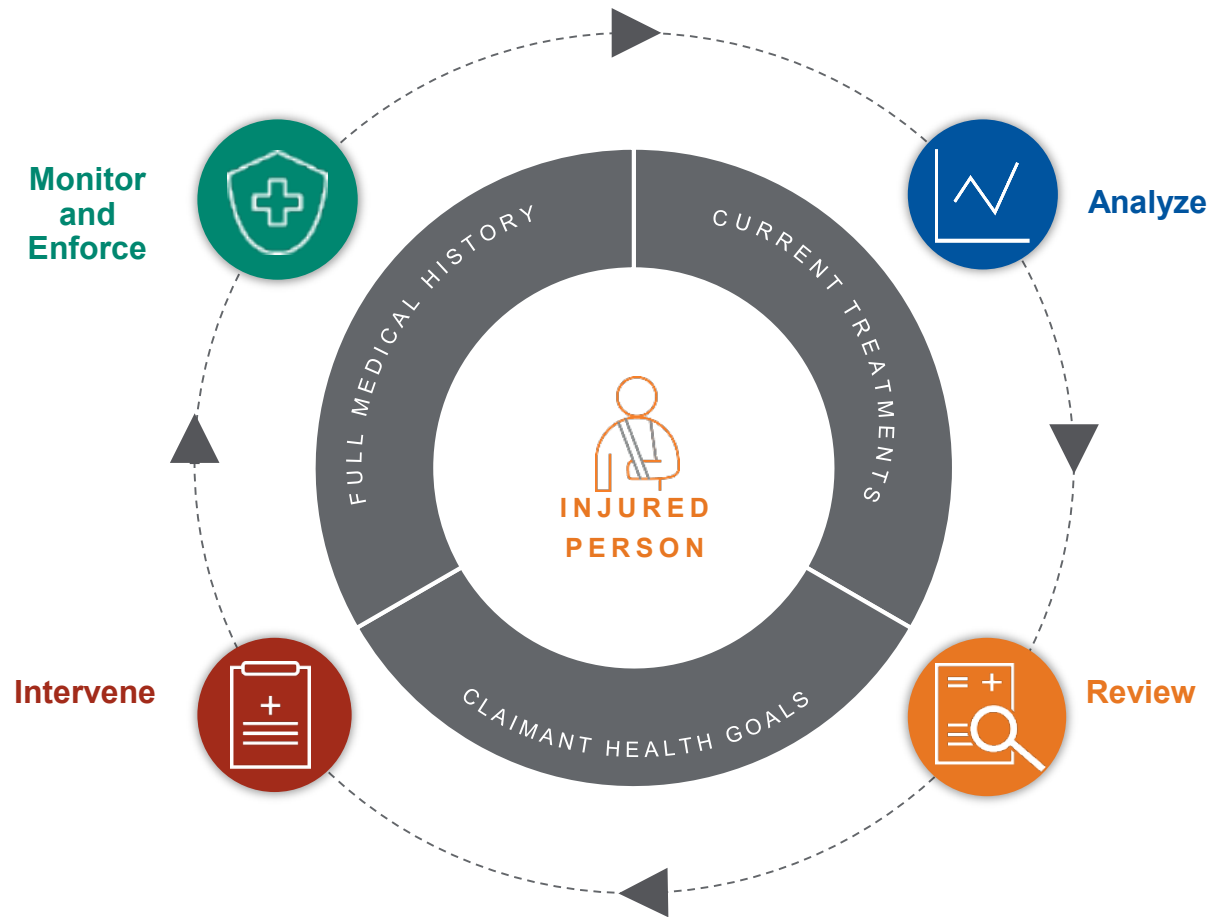


RETURN TO WORK



Clinical care throughout the claim helped Laura progress through treatment and return to work.

Clinical care provides the appropriate oversight from the first prescription through claim resolution.



Thank you!

Questions?

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Optum Workers' Comp and Auto No-Fault Solutions collaborates with clients to lower costs while improving health outcomes for the claimants we serve. Our comprehensive pharmacy, ancillary, medical services, and settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure claimants receive safe, efficacious and cost-effective care throughout the lifecycle of a claim. For more information, email us at expectmore@optum.com.

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