

**Utilization Review
Best Practices**

DWC 14th Annual Educational Conference
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Presented by:
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Working Together

- Be as precise as possible in your UR requests
- Time is of the essence
 - Untimely UR determinations are not admissible – Sandhagen Case



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UR Pitfalls & Solutions

- **Pitfalls:**
 - Untimely determinations
 - Delays in care, cases being delayed in UR
 - No explanation when cases are non-certified (or denied)
 - No signatures on determination letters
- **Solutions:**
 - Paperless system, web based, digital mail room, fast track reviews
 - Specifically cite ACOEM, ODG or appropriate evidence based guidelines
 - Signatures on letters must be a business & workflow priority

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Case to UR

- Collaboration between the UR Provider - Medical Director
- Claims
- Employer
 - Based on types of injuries
 - MPNs

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Best Practices UR Authorization Levels

- Not all cases need to go through UR
- Data reviewed from over 10,000 UR reviews
- Establish authorization levels to be used by claims adjustors
 - High Priority – always UR
 - Moderate Priority – UR at claims adjustor discretion
 - No need to send – to UR

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Questions?

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RWI Services

Full service disability management services including:

- UR
- Medical Case Management
- Bill Review
- Medicare Set-Aside Services
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