

Utilization Management

Ensure care is appropriate, cost-effective and medically necessary.



Our utilization management services are seamlessly integrated with case management, bill review and medication management to deliver greater care control and medical savings.

Last year Conduent UR non-certified 33% of the preauthorization requests we received, for more than \$15 million in medical savings.

Utilization review

Utilization review (UR) is the process used by employers and claims administrators to determine if a proposed treatment requested for an injured worker is medically necessary. In some states, UR programs are required by law.

All UR requests for authorization (RFA) are coordinated by Conduent nurses with oversight by our national medical director. Decisions whether or not to approve a medical treatment recommended by a treating physician are based on state-mandated or evidence-based medical guidelines, including the American College of Occupation and Environmental Medicine (ACOEM) and ODG®.

We offer multiple levels of UR:

- Prospective review – UR conducted prior to the delivery of the requested medical service
- Concurrent review – UR conducted on an RFA submitted for treatment during an inpatient hospital stay
- Retrospective review – UR conducted after medical services have been provided and for which authorization has not already been given
- Expedited review – UR conducted when the injured worker faces an imminent and serious threat

Clinical peer review

When a requested treatment falls outside of nationally accepted medical guidelines, a referral can be made for clinical peer review. Peer reviews are in-depth evaluations of medical necessity conducted by our panel of physicians, who are board-certified in their respective specialties.

A peer review involves an extensive review of the requester's questions, associated medical records and other clinical information. Special focus is given to pre-existing conditions, compensability, causality, and other relevant factors.

Conduent delivers reliable decisions that are consistent with relevant standards of care and free of conflicts of interest.

Our services include:

- Initial and appeal certifications
- Complex medical records file reviews
- Clinical, disability and return-to-work consultations
- Impairment ratings
- Physician peer-to-peer



8-15% of medications prescribed to injured workers conflicts with the compensable diagnosis

Drug utilization review

Drug utilization review (DUR) helps control and contain medication costs while promoting patient safety, therapeutic efficacy and appropriate use.

Our DUR clinicians combine advanced polypharmacy expertise and keen assessment skills to help you tackle challenges with drug abuse, misuse and overutilization — the leading driver of claim costs, claim duration and patient risk.

Available services include:

- Synchronized patient management
- Formulary review and management
- Formal drug approval process
- Chronic medication protocols
- Retrospective pharmacy analysis
- Program validation and education

Nationally accredited approach

URAC, an independent, nonprofit organization, is regarded as a leader in promoting healthcare quality and innovation through its accreditation and certification programs. Organizations that meet URAC's rigorous standards are held in high regard for the quality of their programs and customer service.

Conduent has been accredited by URAC in Workers' Compensation Utilization Management since 2006. You can trust Conduent to provide accurate, unbiased recommendations and service based on URAC standards.



ACCREDITED

Workers'
Compensation
Utilization
Management

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For more information about Conduent Workers Compensation Services, visit us on the web at www.conduent.com/workers-compensation-solutions

