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End-to-end claims processing solution helps leading MCO achieve faster return to work

Client

Our client is a leading managed care organization (MCO) processing workers' compensation claims for several thousands of employers in the state of Ohio.

Challenge

The MCO environment in Ohio is regulated by the Bureau of Workers' Compensation (BWC) which lays down IT mandates and regulations for Ohio MCOs. Our client is one of the leading MCOs approved by the state to provide workers' compensation and case management services. They needed to streamline their claims processing and increase productivity.

Marlabs Solution

Our client decided to implement the MCO Central solution from Marlabs for end to end claims management-injury reporting, medical bills and payments processing, case management, and financial accounting. The system captures injury information including more details for investigating the injury that are acquired through additional follow-up with the injured worker, employer, and provider.

Including both short term and long term case management, MCO Central helps coordinate treatment, rehabilitation, and return to work. The software tracks therapy and results as well as patient status. Relatively minor injuries are addressed by managed care assistants (less than 7 days lost time). Whereas nurses manage more significant injuries (more than 7 days lost time). The objective is to facilitate rapid return to work by helping to optimize the process.

MCO Central supports both self-insured as well as insured employers. It has additional features for working with self-insured employers such as tracking hours spent and employer billing. The client stays compliant through MCO Central functionality for regulatory filings and reports. Seamless communication between the MCO and BWC is achieved through an EDI interface.

By including features such as provider rating and by storing treatment information, the solution helps enhance timeliness and quality of treatment while lowering cost. Holding national return to work benchmarks, MCO Central enables our client to compare performance with benchmarks. It also helps build internal benchmarks, track progress, and improve claims performance over time.

Technologies

- Microsoft Visual Studio .NET
- Windows Server
- SourceGear Vault for source control
- Microsoft SQL Server
- Crystal Reports

Benefits

- Reduced in data entry errors
- Decrease in the number of rejected bills
- Faster settlement of claims and bills
- Improvement in the quality of service
- Significant increase in productivity
- Reduction in cost of treatment
- Speedier return to work