



# — about CHS

CompManagement Health Systems (CHS) has been a consistently high-performing managed care organization for Ohio employers since 1997. We help our employers solve and prevent workers' compensation problems by facilitating efficient medical treatment, controlling medical costs, and minimizing lost workdays associated with employee injuries.

## Our company

CHS has been guiding employers to successful workers' compensation outcomes for over two decades. We take the time to listen to our clients and develop customized options to help their programs succeed. When a workplace injury occurs, we dedicate our resources to getting injured employees back to work quickly and safely, lowering medical bills, and managing the overall process for employers.

CHS serves approximately 28,000 active clients including employers of all sizes operating in various industries across the state. With four offices and more than 200 colleagues, we have the expertise and resources employers need, and our reach ensures we know their communities and providers.

## Our expert team

CHS is a valuable resource for all managed care matters, offering over 650 years of combined experience in nurse case management and utilization management. We also have a full-time, on-site medical director who serves as a key resource in resolving complicated treatment matters and moving claims toward resolution. Our team of professionals is dedicated to providing Ohio employers with solutions designed to reduce costs and minimize lost workdays.

Our clients depend on us to handle complex medical issues involved in workers' compensation claims. As their guide, we are dedicated to simplifying the managed care process. From day one, we work hard to ensure the medical aspects of each claim are organized and we develop a clear, customized plan designed to help the injured employee return to work quickly and safely. Our team is committed to providing consistent, frequent communications between all parties to drive successful outcomes.

28,000

active clients

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200+

colleagues

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Over

19.5%

in medical cost savings<sup>1</sup>

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\$2.4M

saved through  
prescription oversight<sup>2</sup>

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Employers care deeply about their most valuable asset – their employees – and they want the best care and assistance available to help them deal with workplace injuries. Our disability management team connects directly with injured employees to guide them through the treatment and recovery process, identify quality healthcare options, and process medical bills for their treatment. Time away from work is hard on injured employees and our interaction with them helps keep their return to work goals at the forefront.

## Proven results

Workers' compensation premiums are among the largest operational expenses for any business. We know that clarity and organization in the medical management process translate into less time away from work for an injured employee, lower claim costs, and more savings opportunities for our clients. Our work to simplify and resolve complicated claim issues contributes to our clients' success, with nearly two-thirds of our active clients benefitting from premium discount and rebate programs.

We closely examine each claim for opportunities to accelerate productive and meaningful treatment, avoid unnecessary delays, and ultimately facilitate a successful return-to-work outcome. We work to collaborate and gain buy-in among all parties to move claims toward resolution. And we take advantage of all opportunities to cut costs. In fact, CHS' state-of-the-art bill review and re-pricing system reduced medical expenses for our clients by over 19.5% in 2019<sup>1</sup>, a total savings of over \$19M in one year!

## Our customized services

- Dedicated program management team
  - Account executive – Responsible for training and education, and implementing and customizing managed care programs
  - Nurse case manager – Focuses on recovery and return to work for active lost-time claims
  - Case associate – Monitors activity in medical cases
  - Triage researcher – Ensures thorough and accurate claim initiation
- Regularly scheduled onsite meetings and claim staffing conference calls as needed
- Real-time access to claim data
- Training for employees and supervisors

- Full-time medical director offering physician-blended case management
- Preferred provider identification
- Preferred provider protocol set-up
  - Training and implementation of custom-built programs (Transitional Work Services, Job Retention, Remain at Work)
- Free customized posters and injured employee kits
- Reports, such as lost days by location/department/occupation, medical savings, pharmacy utilization, claim trending, and on-demand options
- Free client workshops and seminars
  - Several sessions per month
  - Various locations throughout Ohio
  - Variety of topics presented
  - Insight from industry experts

## Pharmacy utilization reviews

- Pharmacy benefits are handled by the Ohio Bureau of Workers' Compensation (BWC); CHS has developed an internal protocol to scrutinize the use and misuse of prescription drugs and narcotics
- Silent cost driver and silent reserve driver
- Outcomes
  - Reduced pharmacy costs by \$2.4M for CHS clients since 2014<sup>2</sup>
  - Safely modified or terminated medications in 75.9% of referred cases
  - BWC/Industrial Commission compliance in approximately 95% of cases
  - Enhanced wellness for injured employees

## URAC Accreditation

- CHS was again awarded a full two-year accreditation as a "URAC Case Management Organization" from the American Accreditation Health Care Commission

<sup>1</sup> CHS Medical Billing Data, 2019. Savings noted is beyond BWC fee schedule reductions.

<sup>2</sup> CHS Drug Utilization Review data, pre-appeal, 2014-2019.