

## Roles in the Ohio BWC Health Partnership Plan (HPP):

### Managed Care Organization (MCO):

- First report of injury (FROI) processing; notify BWC of employer allowance/rejection
- Medical case management (telephonic and vocational)
- Review of treatment requests from providers (C9s)
- Facilitates alternative dispute resolution (ADR) process
- Coordinates early and timely return to work between provider and employer
- Provider bill review and processing
- Communication with and education of injured worker, employer, and provider
- Locate BWC-certified providers
- Meet BWC and URAC standards of service
- Coordination of services between employer, BWC & TPA

### Third Party Administrator (TPA):

- Claims management and analysis
- Claims award and reserve auditing
- Manual classification auditing
- Payroll report auditing
- Experience rating and premium rate verification
- File motions, appeals, and orders on behalf of the employer
- Hearing representation
- Handicap reimbursement and claim settlement
- Containing and managing employer's claim cost
- Group rating plans
- Schedule independent medical exams (IMEs)
- Assistance in BWC discount programs
- Provide training, workshops, and seminars

### Bureau of Workers' Compensation (BWC):

- Claim evaluation
- Assignment of claim number
- Claim determination and allowances
- Determination and authorization of compensation payments (TT, LM, Wage Loss, PTD, etc.)
- 90-day exams
- Fraud investigations
- Approval of lump sum settlement
- Collects premiums
- Administration of employer safety and discount programs
- Educating employers and providers about HPP