



South Dakota

Certified Managed Care Program



Fast facts

- › **Mandatory:** The South Dakota Department of Labor must certify managed care plans
- › Certified managed care plans must have a place of business in South Dakota where the plan is administered and the records are kept
- › Providers must see employee within 48 hours of request for appointment
- › Providers must comply with the managed care plan treatment guidelines (if informed of employee participation) or risk being denied payment for services rendered
- › CorVel and TLC are approved network partners

Certified managed care helps bring a cooperative team approach to the delivery of health care in the workers' compensation environment. The Genex Care for South Dakota Certified Workers' Compensation Managed Care Program allows you to leverage the benefits of a certified MCO program while utilizing our proven expertise in disability management. Let us work with you to enhance your current program — and realize the many benefits to employees, employers and payers.

Employee benefits

- › Immediate, toll-free access
- › Choice of occupationally focused physicians
- › Case managers who provide understanding of treatment and recovery options
- › Internal dispute resolution
- › Goal of return to work

Employer benefits

- › Immediate notification of injury or case/claim
- › Occupationally focused network
- › Highly skilled case managers who continually monitor cases and provide ongoing communication
- › Internal dispute resolution with a goal of increased employee satisfaction
- › Structured return-to-work programs

Payer benefits

- › Timely reporting
- › Early case intervention when needed
- › Internally developed guidelines to assure that the right resources are deployed at the right time
- › Proactive communication between the Genex team of clinical experts and payer's staff



Plan administrator

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Legislation

Workers' Compensation Statutes §§ 58-20-24 and 62-5-21
Workers' Compensation Managed Care Plans Administrative Rules Chapter
47:03:04 Effective October 6, 1993 (with changes effective July 5, 1995)

Effective January 1, 1995, insurers have been required to use managed care to provide medical benefits to injured workers. As a result of legislation enacted in 1995, mandatory managed care was extended to self-insured employers, effective January 1, 1996.

Required managed care plan components

- › Must provide aggressive case management, including development of treatment and return-to-work plans
- › Must provide a toll-free number with 24-hour access to information regarding the managed care program
- › Must provide internal dispute resolution process
- › Must provide a procedure to report to the employer on a monthly basis, medical and return-to-work status of each employee utilizing the program
- › Must provide education program to inform employer, employees, and medical providers of the managed care process and requirements

Responsibilities

- › Employer must notify and educate employees
- › Complete employee notification acknowledgement form and provide a copy to the Genex plan administrator
- › Employers must notify the plan within 24 hours of notice of injury
- › Assist the injured employee with the choice of physician using the provider network directory. The employee may treat with a physician of his/her choice, whether in-network or out-of-network.
- › At time of injury, employer completes and provides the employee with the provider notification form. This form identifies the injured employee as a participant in the Genex Care for South Dakota Managed Care Plan.

For over 35 years, Genex has helped customers manage disability and lost productivity costs through a full portfolio of consumer-focused managed care services. Our expertise is the result of a unique blend of clinical, informational, and technological knowledge that helps us optimize the outcome of each case — outcomes that are further enhanced by managing work site injuries in an MCO environment.