



Clinical Peer Review

Providing a Personal Element



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Learning Objectives

- › Understand typical misconceptions about the utilization review process
- › Review strategies quality utilization review organizations incorporate to ensure the best clinical outcomes
- › Learn strategies for providing a personal element to the utilization review process





General Misconceptions About the Utilization Review Process

- › Utilization review is not cohesive with effective claims management, which involves highly interpersonal relationships between the injured worker, employer and treating physician
- › Clinical reviewers often lack an occupational health medicine background to offer reliable recommendations to move the claim forward
- › Clinical reviewers are detached from the claims process which limits their ability to provide an effective review

Finding the Human Element in Your UR Provider

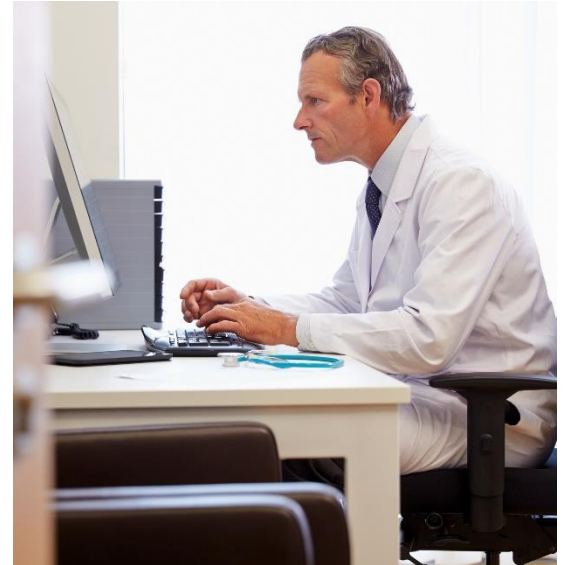
The best UR programs put the injured worker first by ensuring their clinical reviewers meet the following objectives in their reviews:

- › Consider the injured worker's individual case history and clinical status
- › Apply their clinical expertise in addition to evidence-based guidelines
- › Prevent unnecessary treatment
- › Provide the injured worker with best practice care



Clinical Peer Review Networks

- › Utilization review organizations rely on peer reviewer networks to match reviews to qualified clinical specialists
- › The best UR programs integrate peer networks that:
 - Have direct contracts with the physician reviewers
 - Employ robust credentialing practices
 - Provide specific utilization review training
 - Guarantee quality through regular audits, feedback, and updates



Integrated Systems to Promote Better Decisions & Transparency

Quality UR programs integrate systems that allow reviewers to have all pertinent information to ensure optimal decisions.

These include factors such as:



Complete history of case including clinical history, claim history, and applicable medical guidelines



Facilitating communication with the treating provider



Internal support for adherence to the utilization review process



Regulatory Challenges with Clinical Peer Review

Rules and restrictions to the utilization review process bring challenges to the clinical peer review:

- › State laws, or the absence of laws, can be challenging with items such as:
 - Required forms
 - Ex-parte communication with the treating provider
- › Regulatory time frames may rush the process, impacting:
 - The ability to request additional information
 - The availability of the peer reviewer, treating provider, or claim administrator

Strategies for Preserving the Personal Element during Peer Review

Quality UR programs build on these foundational tenants to balance the misconceptions and challenges with clinical peer review

- › System and staff support to facilitate the overall utilization review process and ensure a personalized approach to the clinical peer review
- › Training peer reviewers to activate their clinical expertise to think beyond the guidelines
- › Build a culture of communication
- › Put the injured worker first

The utilization review process can align with a personalized claim management approach, when integrated with the right strategies and approach that focus on the injured worker.





For further questions,
contact Dan Maldonado

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Thanks for joining us today!