

# Connecticut Managed Care Plan



## What is it?

Since 1999, Coventry Workers' Comp Services ("Coventry") has provided comprehensive managed care services for the Connecticut Managed Care Plan ("MCP"). The Connecticut MCP is a voluntary program, enacted under Sec. 31-279-10 to assist workers' compensation insurers in controlling health care costs while maintaining quality medical standards.

### Clients can access Coventry's services in the following ways:

- Fully Bundled: Services where Coventry is the certified Managed Care Plan, acts as a "sponsoring organization" and may be accessed by insurers. Coventry's services include: network access and support, utilization review, case management, quality improvement, complaint and grievance resolution, and reporting.
- Network Only: Services where another entity is certified and they solely use the Coventry Integrated Network <sup>SM</sup>.

## Employer Applications

Under Coventry's MCP, the employer application process is simple. Employers complete a three page application and attach their supporting documentation (where applicable) for the safety committee, collective bargaining, employer locations, number of employees, and return-to-work or modified duty alternatives. Coventry submits the complete application to the State and supplies the employer with all the other necessary materials for implementation. Typically, state approval takes 30 days. Once approved, the employer may initiate the implementation process with its insureds.

## Coventry Integrated Network

The Coventry Integrated Network includes providers participating in the First Health and FOCUS networks and is available statewide. Specialties include hospital, physician and ancillary services. The providers have been credentialed by following a blend of NCQA, CMS and URAC standards. A provider reference manual is used to assist in educating the provider about their responsibilities under the Connecticut MCP. Worksite posters are also helpful in directing to the initial treating provider.

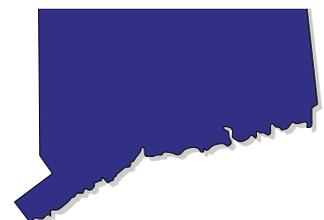
## Care Management

Coventry offers an array of medical management services including utilization review, telephonic and field case management services under its fully-bundled program. Additional case management services are also available. Case managers work with the carrier, employer, provider and injured worker to coordinate an alternative or modified light duty plan using aggressive case management focused on returning the injured worker to work or reaching maximum medical improvement.



## Program Benefits

- Voluntary program
- All medical care is managed within the MCP Network with limited exceptions for out-of-network access
- Out-of-network requests require prior approval
- Services are available in all counties
- Utilization review is mandatory
- Worksite posters may be used to help direct within the MCP.



## More Information? Call Our Offices.

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