

PROVIDER ATTITUDES ARE CHANGING TOWARDS WORKERS COMPENSATION

SPECIAL POINTS OF INTEREST:

- Provider Attitudes Changing
- Considerations in Paneling
- Tennessee Spotlight: MHSA
- Contracting Update
- Provider Spotlight: Dekalb Medical

In the past, if you asked providers about workers compensation business often you would get a very negative response. If providers did not have a lot of comp business, they found that the business that did come in required more paperwork and added interaction with the employer. In addition, they often were not familiar with the fee schedule, did not understand how the EOR's were processed and were not aware of the referral procedures. The focus on getting a patient back to work was really not the focus because of all of the confusion. The providers that did embrace comp understood all of these dynamics and learned to work efficiently within the system. Both the employer and employee benefit from the state comp fee schedule which reimburses better than Medicare and private insurance. In addition, they were able to negotiate rates with less of a discount off

of the state fee schedule because of the lack of willing providers to accept comp business.

Now, however, things are starting to change. Providers who are unsure about future reimbursement from Medicare and Obamacare have started to look more favorably on workers comp business. As more and more of these new providers are coming on board the availability and expertise of comp providers is growing. The changing attitude enables NovaNet to successfully focus on providing the best access to the best providers at industry-leading discounts always based off of the state fee schedule while still challenging providers to adopt best practices as they become more involved in the comp world.

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CONSIDERATIONS IN PANELING

When building a provider panel (panels discussed in previous issues) there are many considerations that will pay off in the long run. The panel of physicians allows employers to be very structured and maintain control of the medical treatment for their injured workers. NovaNet's network of providers offers many different options for an employer's panel. When selecting physicians for a panel it is important to call or meet with them. This helps establish a relationship with them and provides an opportunity to discuss the specifics of the employer's industry and the types of claims they generally have. Make the physicians aware of company policy regarding transitional duty and drug testing. Understanding a company's policies and opportunities for transitional duty will give the provider a better idea of when they can release an employee for transitional duty or back-to-normal work activities. Employers should also prepare a list of questions to

find out more about the providers hours, referral process and to which hospitals providers can admit patients. Supply providers with a detailed list of contacts that can be reached when questions or concerns arise.

Employers should make sure to post the panel clearly in accordance with state regulations. Reviewing the panel every six months is best practice to ensure that it is meeting the employer's needs. Any changes must be posted promptly. NovaNet strives to provide access to the best providers in the market. If a provider is identified that the employer wants to work with and they are not in network, contact NovaNet to get them added. For questions or to nominate a provider, contact Robert Loew at rloew@novanetppo.com or by phone at 1-800-513-7177 ext. 257



TENNESSEE PROVIDER SPOTLIGHT MOUNTAIN STATES HEALTH ALLIANCE



Mountain States Health Alliance, a not-for-profit health care organization based in Johnson City, Tenn., operates a host of 13 hospitals serving a 29-county, four-state region (Northeast Tennessee, Southwest Virginia, Southeastern Kentucky and Western North Carolina). MSHA offers a large tertiary hospital, several community hospitals, two critical access hospitals, rehabilitation, a children’s hospital, a behavioral health hospital, home care and hospice services, retail pharmacies, a comprehensive medical management corporation, and the region’s only provider-owned health insurance company. Its 13,500 team members, associated physicians and volunteers are committed to its mission of bringing loving care to health care.

MSHA is a preferred provider for NovaNet for both Group Health and Workers Compensation business. Their participation provides great coverage in Northeastern Tennessee and surrounding areas for all NovaNet clients. MSHA’s hospitals include:

Tennessee:

- Franklin Woods Community Hospital
- Indian Path Medical Center
- James H. Cecile C. Quillen Rehabilitation Hospital
- Johnson City Medical Center
- Johnson County Community Hospital
- Niswonger Children’s Hospital
- Sycamore Shoals Hospital

Virginia:

- Dickenson Community Hospital
- Johnston Memorial Hospital
- Norton Community Hospital
- Russell County Medical Center
- Smyth County Community Hospital

NovaNet provides access to quality providers nationwide with one easy agreement. Whether it is for Group Health or Workers Compensation, NovaNet does the leg work and provides the network so its clients can concentrate on what they do best. For more information on accessing NovaNet’s provider network, please contact Jordan Morgan by phone at 1-800-513-7177 ext. 219 or by email at jmorgan@novanetppo.com.

HEALTHY HUMOR

News Flash: “Doctors at a large managed care network have gone on strike. Managed Care Officials say they will find out what the Doctors’ demands are as soon as they can get a pharmacist over there to read the picket signs.”



GEORGIA PROVIDER SPOTLIGHT: DEKALB MEDICAL

Founded in 1961, DeKalb Regional Health System, Inc., known as DeKalb Medical, is comprised of more than 800 doctors skilled in 55 medical specialties across three campuses. The 627-bed system includes DeKalb Medical at North Decatur (451 beds), DeKalb Medical Long Term Acute Care at Downtown Decatur (76 beds), DeKalb Medical at Hillandale (100 beds), and DeKalb Medical Physicians Group and the DeKalb Medical Foundation. DeKalb has a specialized Joint Solutions Center that is an Atlanta leader in joint replacement. The physical locations of DeKalb and the reach of its physicians and clinics allows DeKalb to provide comprehensive services to employers in the Atlanta metropolitan area.

NovaNet's partnership with DeKalb provides NovaNet's

clients and their employees an established relationship to build on in the years to come. In association with DeKalb Medical, NovaNet is also proud to include DeKalb's affiliated Occupational Medical Group's facilities, the WorksWell Clinics at Decatur and Hillandale. Since 1992, DeKalb Medical has provided occupational medicine services to employers in DeKalb County and surrounding communities. The two walk-in WorksWell Clinics are strategically located within close proximity of its North Decatur and Hillandale hospital emergency rooms, providing 24-hour-a-day support for injury care. To find out more about adding DeKalb providers to your physician panel, contact Robert Loew at rloew@novanetppo.com or by phone at 1-800-513-7177 ext. 257.

NOVA WORX CONTRACTING UPDATE

NovaWorx is rapidly expanding its directly contracted network throughout Georgia while continuing to improve its penetration in Tennessee. NovaWorx continues to strive to provide the best workers compensation network in the Southeast. All NovaWorx discounts are based off of the

state fee schedules, where applicable, and NovaWorx performs client-specific recruiting to enhance its clients' provider panels. Please contact John Folks at 1-800-513-7177 ext. 285 or by email at jfolks@novanetppo.com to access the best providers at the best discounts.

In 2013, NovaNet has increased its directly contracted workers compensation network by the following percentages:

Georgia: Physicians up 11.8%, Ancillary Providers up 6.9% and Hospitals up 41.6%
Tennessee: Physicians up 2.6%, Ancillary Providers up .7% and Hospitals up 6.6%



Upcoming Events

Alabama Self Insurers Association 2012 Summer Conference	Destin, FL	August 11, 2013
Georgia Annual Workers Compensation Annual Educational Conference	Atlanta, GA	August 25-28, 2013
National Workers' Compensation and Disability Conference	Las Vegas, NV	November 20-22, 2013

NovaNet will be an exhibitor at the Georgia Annual Workers Compensation conference in August. If you are attending and would like to arrange a meeting, contact Jordan Morgan at jmorgan@novanetppo.com or by phone at 1-800-513-7177 ext. 219.

See us on the Web for ongoing
updates!
www.novanetppo.com

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