



**News  
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Use**

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**Sheakley** UniComp  
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## Utilization Review

An important responsibility of any managed care organization across the nation is the Utilization Review/Management process. Although UR/UM programs have been operating for more than 40 years, they have changed dramatically during the past two decades; partnering with a quality Utilization Management company can bring important benefits to your organization. By preventing injured workers from receiving unnecessary treatments, including expensive surgery, excessive treatment, and unwarranted physical or occupational therapy, Utilization Review remains an invaluable piece in the medical cost containment puzzle. Previous research has shown that utilization management has a measurable effect on hospital utilization and expenditures, decreasing the level of inpatient medical expenditures by roughly 12 percent.

The seasoned registered nurses making up the Utilization Review Team at Sheakley address nearly 80,000 treatment requests a year. Our registered nurses have an average of over 15 years of clinical expertise and have clinical backgrounds in medical surgical, orthopedic, psych nursing and a variety of other nursing specialties. The UR process follows the below listed steps:

### Step One

The nurse reviews the treatment request to determine if it is appropriate for the allowances on the claim. About 15% of treatment requests are denied, and the number one reason for denials is the requested treatment is not appropriate for the allowances or conditions allowed as part of the workers' compensation claim.

### Step Two

Assuming the treatment is appropriate for the allowances, step two of the process involves reviewing the injured worker's medical file in terms of treatment already received and response to treatment. Our nurses utilize nationally accepted standardized clinical guidelines as the basis for the treatment reimbursement decisions, which allows for consistency and objectivity in our approach to utilization management. Our team partners when appropriate with our medical directors and uses an extensive panel of board certified physicians to thoroughly review even the most complex treatment requests.

### Step Three

Our UR team will attempt to negotiate the duration and frequency of treatment when appropriate as an alternative to an outright denial of a treatment request. Our nurses work with the providers to come to an agreement on the duration and frequency that is appropriate for the type of injury, the age of the injury and in keeping with treatment already received by the injured worker.

A review of a sample of our negotiated treatment requests revealed the average medical cost savings per negotiation was \$324. ***During the third quarter this year our nurses averaged 254 negotiations per month - a savings of roughly \$82,000 a year. When annualized that's nearly \$1 million in savings for our employers*** who choose and trust Sheakley UniComp as their partner in medically managing their workers' compensation claims. In conclusion, Sheakley UniComp's Utilization Review team works every day for you to help control costs and ensure appropriate treatment is received by Ohio's injured workers.

***Did you Know...*** *there is an online Workers' Comp business forum on LinkedIn that was designed to keep employers informed on workers' compensation issues facing employers and employees in Ohio. To join the forum [click here!](#)*