

# New Jersey

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## Certified Managed Care Program

Certified managed care helps bring a cooperative team approach to the delivery of health care in the workers' compensation environment. The Genex 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. The Genex Certified Managed Care Program was designed to meet all of the criteria of Administrative Rules. 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

### Legislation

New Jersey Administrative Code 11:6-2, Workers' Compensation Managed Care Organizations, effective July 6, 1993 (as amended in 1998; effective August 3, 1998)

## Required components

- Provider directories
- MCO treatment standards
- Provider contracts and service contracts, provider credentialing
- Central business location where plan is administered and records stored
- Designated communication liaison
- Quality assurance, cooperative early return to work, peer review, utilization review, and internal dispute resolution programs
- Information on how employees can access the network
- Provide medical management, catastrophic case management, disability case management, and monitoring services that are supported by generally accepted medical protocols
- Reporting
- Fraud detection plan

## Employer responsibilities

- Execute MCO agreement
- Distribute education information

## Fast Facts

- Certified Managed Care is voluntary
- New Jersey is an employee choice state
- Genex is certified as a New Jersey Workers' Compensation Managed Care Organization (WCMCO) by the Department of Health and Senior Services and the Department of Banking and Insurance
- Insurance carriers can apply a minimum of five percent managed care credit after filing their WCMCO with the New Jersey Compensation Rating and Inspection Bureau
- Genex is certified in all 21 counties

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..



### Plan administrator

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