

**MedAssess™**

**CARE MANAGEMENT**



## **Lower costs and improve outcomes by identifying problems and developing individual action plans.**

Chronic and complex injuries drive a disproportionate share of the workers' compensation medical spend. At this stage, the challenge is not only to detect problems and intervene, but to also monitor and follow up regarding quality-of-care concerns. With PMSI, you have a partner who can help you assess, address and monitor pharmacy and medical equipment issues from the point of service across the continuum of care.

The MedAssess™ Care Management program goes beyond simple risk assessment and intervention with a more comprehensive approach to gain better control over therapeutic outcomes and cost of care. The Care Management program focuses on the individual injured worker and involves in-depth analysis of the use of medications, medical services and equipment. Programs included in this level of care are comprehensive and cover situations found in both the chronically injured individual and those with catastrophic injuries.

Care Management not only assesses therapeutic concerns, the program also develops action plans for intervention and follow up—to avoid inappropriate use and overutilization of products and services. The outcome of Care Management is a reduction in total claim cost without jeopardizing the individual injured worker's quality of care.

### **Better management of total claims cost is available through MedAssess Care Management services, including:**

#### **Drug Testing and Monitoring**

The Drug Testing and Monitoring service deters drug abuse while promoting appropriate use of narcotic medications by facilitating urine drug testing at the prescriber level. This service ensures that an ongoing monitoring program is in place for high-risk injured workers. The claims professional is alerted regarding issues that require follow-up intervention. The Drug Testing and Monitoring service includes the following outcomes:

- Addresses areas of concern, such as narcotic use and pain management
- Reduces risk, secondary to appropriate monitoring of narcotic use
- Improves injured worker care

## Proven Solution: MedAssess – Care Management

### Medication Review

Performed by our team of highly experienced clinical pharmacists, our Medication Review service provides a comprehensive assessment of the injured worker's pharmacy and medical record. The detailed report yields recommendations and an action plan tailored to the needs of the individual injured worker. If requested, PMSI's optional Peer-to-Peer Outreach service provides specialty matched physicians to engage the identified prescribers in a collegial discussion regarding the issues and concerns identified in the Medication Review. The goal is to facilitate improved outcomes by changing to more appropriate therapy for the injured worker.

A Medication Review:

- Makes specific clinical recommendations regarding the therapy plan
- Creates an action plan for resolution of identified issues
- Provides the adjuster with drug therapy information and awareness of the injured worker's medication-related concerns
- Facilitates changes in the medication regimen with physician interaction through optional Peer-to-Peer Outreach
- Helps to evaluate and set reserves

### Catastrophic Care Support

PMSI has dedicated, experienced nurses to assist in the medical services and equipment needs for the catastrophically injured. When engaged early, we assist with appropriate product selection and help to limit unnecessary costs for these high-risk claimants. The Catastrophic Care Support program:

- Assures product and service is related to injury and plan of care
- Provides subsequent monitoring until patient is stable
- Offers experienced catastrophic care nurses as an extension of the team

## THE FOUNDATION OF MEDASSESS

MedAssess ensures appropriate utilization, effective intervention and care management support across the claims lifecycle. This insightful, innovative program is based on PMSI's experience gained over 34 years as one of the nation's largest providers in the workers' compensation industry and access to in-house, proprietary informatics and reporting drawn from first-hand knowledge backed by years of claims information.

MedAssess is built on a robust foundation of data intelligence and PMSI's in-depth experience as a pharmacy benefit manager, durable medical supplies and equipment partner, and Medicare Set-Aside provider. MedAssess is managed by highly trained clinical pharmacists and nurses with extensive experience in the pharmacological therapy and medical treatment of workers' compensation injuries.

**877.ASK.PMSI** | **www.pmsionline.com**  
877.275.7674



Proven Solutions for Cost Containment

Founded in 1976, PMSI is a leader in developing solutions to control the growth of medical costs in workers' compensation. As one of the nation's largest and most experienced companies focused solely on workers' compensation, we deliver proven solutions for cost containment across the claims lifecycle. PMSI's solutions for Pharmacy, Medical Services and Equipment, and Settlement Solutions deliver quantifiable results and improve the quality of care for injured workers. We provide our customers with the innovation, focus, expertise, analytics and technology needed to successfully deliver workers' compensation benefits.