

What is MedInsights, Inc.?

MedInsights, Inc. is a workers' compensation managed care organization chosen by your employer to assist with the medical management of your care.

MedInsights, Inc. has partnered with FOCUS to provide a complete managed care program, which includes a physician and facility network familiar with the needs and requirements of the Connecticut workers' compensation plan.

From the point of injury through recovery, MedInsights, Inc. will work with you, your employer, and your provider to facilitate a safe and efficient recovery period and return to work. MedInsights case management specialists skilled in managing work related injuries and illnesses are available to ensure that you receive the care you need while avoiding unnecessary and inappropriate treatment. In order to ensure that you receive high quality medical care, MedInsights, Inc. will provide utilization management services.

*For more information about your employer's Managed Care Plan or MedInsights, Inc., please telephone your employer's Workers' Compensation Department.

Please send claims to:
GAB Robins North America
800 Connecticut Blvd.
East Hartford, CT 06118

Dispute Resolution

The employee, employee representative, or provider of care has the right to dispute Utilization Review determinations of the Medical Care Plan.

Appeals may be made in writing or on an expedited basis telephonically and through fax communications.

The parties may request an appeal of an adverse determination within fifteen (15) days of receipt of the adverse determination. A response will be available within thirty (30) days of receipt of the appeal request.

In the event that either the employee or medical provider wishes to appeal a decision made by the Utilization Review department, either party may write to: MedInsights, Inc., 206 Gothic Court, Ste. 308, Franklin, TN 37067.

An expedited telephonic appeal may be initiated by contacting MedInsights, Inc. at 1-800-220-2517.

Any provider or employee dissatisfied with the results of the appeal may request a hearing by the Connecticut Workers' Compensation Commission.

INJURED ON THE JOB?

THE INFORMATION IN THIS BOOKLET CONTAINS FACTS ABOUT:

- **Reporting an Injury**
- **Access to Managed Care Arrangement**
- **Dispute Resolution**

Provided by:



206 Gothic Ct. Ste 308
Franklin, TN 37067

What happens if an injury occurs?

In an emergency situation, the injured employee proceeds immediately to the nearest emergency care facility. The employer contacts the MedInsights First Report of Injury line at 1-800-828-2717 and reports the injury immediately; the first report of incident (FRI) line is answered by a Customer Service Representative twenty-four (24) hours/day and seven (7) days/week.

For non-emergency injuries, the injured employee reports the injury to his/her supervisor immediately and is directed to the posted list of participating network providers and facilities (wallcard) from which to select care. The injured employee selects a provider and proceeds accordingly. The employer contacts the MedInsights First Report of Incident line at 1-800-828-2717 and reports the injury immediately.

How do I know which doctor to go to and what if they are not in the network?

A directory of medical providers is available at all times. It can be reviewed with your supervisor or claims payer. If you choose to treat with a medical provider not listed in the network, your Workers' Compensation benefits shall be suspended (subject to the order of a W/C Commissioner). However, if you are referred for treatment in a specialty not included in the Network directory, you may seek treatment from any provider on the list of approved Workers' Compensation Providers.

Where do I get my prescriptions filled?

In compliance with Connecticut Public Act 01-85, for any pharmacy needs please proceed to any TPS (Third Party Solutions) pharmacy which includes CVS, AFS Stop & Shop, Arrow, A&P, and K-Mart. For questions related to pharmacy selection, contact MedInsights, Inc. at 1-800-828-2717.

How is my medical treatment precertified?

You and/or your medical provider must contact MedInsights, Inc.'s Utilization Review Department at 1-800-220-2517 and provide necessary information including information about yourself, your medical provider, and the type of treatment to be certified. You and your provider will be advised of the certification decision.

Medical treatments requiring precertification:

Physical and Occupational Therapy
Second Surgical Opinion*
Chiropractic Treatment*
Repeat imaging procedures, i.e. MRI, CT, Bone scans, arthrograms
Repeat myelograms, EMGs
Nerve conduction/velocity studies
Home health care services
Non-emergency surgeries & hospitalizations
Repeat baseline diagnostic & laboratory studies
Biofeedback
Pain management, i.e. facet/trigger point injections, epidural steroid injections
Nursing/convalescent homes
Inpatient rehabilitation
Non-emergency dental service
Thermography
Work hardening/conditioning
Psychiatric/psychological therapy or testing
Pain, chemical dependency, or weight loss clinics
Purchased /leased durable medical equipment (DME)
Reconstructive/cosmetic surgeries
Outpatient surgeries
Experimental/investigational procedures/treatment

*Unless referred by treator

All initial and subsequent or follow-up physician office visits and consultation visits do not require precertification.