

YOUR PARTNER IN COST CONTAINMENT SOLUTIONS



TRISTAR

MANAGED CARE

*Excellence is doing ordinary
things extraordinarily well.*

Supporting You in Reaching Your Highest Potential

ABOUT TRISTAR MANAGED CARE

TRISTAR Managed Care has been providing excellent medical cost savings to our clients since the early 1990s. Our background in working with numerous insurance carriers and self-insured companies gives us a marked advantage over the competition, and we recognize the significance and value of the cost savings requirements of our clients.

We specialize in providing Medical Bill Review, Preferred Provider Organization (PPO) Networks, Medical Provider Networks (California only), and Medical Case Management to the self-insured and insured community.

Our staff has thorough knowledge of the applicable laws, ordinances, rules, regulations and statutory codes governing workers' compensation.

Our reputation has been that of flexibility and dependability. We tailor our programs and systems to your needs. We deliver results that others can only promise.

Quality is never an accident. It is always the result of high intention, sincere effort, intelligent direction and skillful execution.





PROVIDER NETWORKS

TRISTAR Managed Care is dedicated to maintaining PPO networks for our clients that will serve to drive higher penetration rates resulting in greater savings. We access various networks which include providers that have been specifically selected with input from employers, claims and medical professionals. Network directory information is available electronically, by hard copy and directly on the Internet. Channeling opportunities occur at multiple times with different individuals over the life of a claim.

PPO Network Highlights

- Utilization of local and national PPO networks identified for our clients
- On-line PPO network access
- Providers specializing in workers' compensation and disability management
- A network of primary treating physicians and ancillary providers
- Durable medical equipment network
- National pharmacy network
- Radiology networks



CASE

MANAGEMENT OVERVIEW

TRISTAR Managed Care defines case management as the establishment and coordination of a treatment plan that is medically appropriate and cost effective. To this end we are committed to improving the quality of care and controlling costs while managing treatment to ensure optimum outcomes.

We provide our clients with medical case managers who maintain contact between employees, employers, doctors and claims professionals to control medical utilization, maintain compliance with optimal treatment protocols and expedite return to work. Our staff of professional workers' compensation case managers has a minimum of 3 years of workers' compensation experience and 5 years of related clinical experience.

Case Management Highlights

- Ongoing claims staff training for new case management rules, regulations and workflows
- Seasoned management staff, each averaging over 15 years of workers' compensation case management experience
- Development of UR policies and procedures for all clients
- Adaptable communication system with flexibility for electronic integration or manual processing
- Treatment negotiations provided directly to the bill review vendor to enforce nurse negotiations
- Direct access to PPO system by nurses ensures PPO direction and greater cost savings
- Work flows and procedures are in place to provide timely and prompt response to treatment requests
- Reports provided for both hard and soft savings





BILL REVIEW



TRISTAR Managed Care reviews medical provider, prescription and durable medical equipment invoices. We have a comprehensive method of verifying the appropriateness of provider charges and whether those charges adhere to the state-mandated fee schedule or local usual and customary reimbursement levels.

Statistics show that over 50% of the costs of the employer's workers' compensation program is for medical benefits. Medical treatment and prescriptions must be closely monitored to reduce workers' compensation costs. TRISTAR Managed Care savings average 10% over our competition due to our high level analysis.

Bill Review Highlights

- Additional savings achieved beyond the usual automated savings programs through high level analysts with greater knowledge and understanding of statutes and state fee schedules
- Specialty bill review program for out-of-network bills (hospital, surgery, pain management, diagnostic and therapeutic) with savings that exceed all industry standards
- Pharmacy Benefit Management and Durable Medical Equipment programs
- Accurate, current risk management data for risk management analysis and administrative decisions
- Increased productivity for adjusters utilizing our online access to bills
- One week turnaround time minimizes rebilling by providers
- UR nursing staff ensures treatment recommendations are enforced through the bill review system



TECHNOLOGY

TRISTAR managed care is committed to an efficient use of information technology that provides our clients with the analytical tools to effectively manage and evaluate their workers' compensation program. Real time access to explanation of reviews (EOR's), images of the original bills and supporting documents are just a few of these tools. Our ability to integrate with multiple payment systems and provide on-line access to adjusters results in better claims efficiencies and ultimately increased savings to our clients.

Webview

- State-of-the-art scanning system
- Real-time internet access of bills by claim, patient, SSN or provider
- An Explanation of Review (EOR) available via the internet
- Availability of scanned images of the original bill and supporting documents

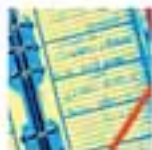
PPO Access

- Download of the TRISTAR Managed Care PPO network
- Internet access to claims administrators

Interface

- Ability to integrate with multiple payment systems





CASE MANAGEMENT SERVICES

Utilization Review TRISTAR Managed Care provides treatment recommendations utilizing ACOEM guidelines and other evidence based treatment protocols to ensure that a cost effective treatment plan is in place. Our pre-certification program, performed by our nurse and physician staff, is in compliance with all various state-mandated rules and regulations.

Early Intervention/Telephonic Case Management With an emphasis on “return to work” this program minimizes medical and indemnity costs to employers by providing immediate review of lost time cases. Utilization review is a significant feature of our early intervention/ telephonic case management.

Field Case Management Field case management is the highest level of intervention providing direct face-to-face contact with physicians, facilities and claimants to ensure that appropriate medical care is received in a timely and cost effective manner.

Peer Review Our medical director reviews the treatment plan and, based on medical criteria or discussions with the provider, issues a recommendation to certify or seek an alternative treatment plan.



OUR PROMISE TO YOU

Our promise, as one of the most respected providers of cost containment solutions, is a commitment to improving quality of care and controlling costs while managing treatment to ensure optimum outcomes.



Contact Us

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