MCO
Occupational Managed Care Alliance, Inc.
(Employer Educational Material)

Your company is part of a Kentucky workers' compensation certified managed care plan. OCCUPATIONAL MANAGED CARE ALLIANCE, INC. (OMCA) is the certified plan Administrator. The purpose of the managed care plan is to assist your employees in receiving medical care when you are injured or ill as a result of a work-related incident.

Managed care represents a significant difference in the way workers' compensation and related medical care will be handled. A provider directory has been provided for the employee to choose a gatekeeper physician (Gatekeeper) at www.omca.biz. The Gatekeepers selected will see your employees for all injuries and will guide referrals of those employees to appropriate specialists, if necessary.

Here are the limited situations in which treatment can be obtained outside of a Gatekeeper:[1]

(a) For emergency care as defined in 803 KAR 25:110[2];
(b) If the employee is referred by a gatekeeper physician outside the managed care plan for medical services;
(c) If authorized treatment is unavailable through the managed care plan; and
(d) To obtain a second opinion if a managed care plan physician recommends surgery.

For those injuries or diseases for which continuing treatment was initiated prior to the date the managed care plan for the employer was approved, the employee may continue with its current treating physician.[3]

If initial emergency care following a compensable injury is rendered by a medical provider outside the managed health care plan, the injured worker may remain under the care of that provider so long as the provider complies with utilization review, reporting standards, and quality assurance mechanisms prescribed by the employer's managed care plan.[4]

You, as an employer, have THREE CRITICAL RESPONSIBILITIES.

First is to properly communicate to your workforce that they are required to treat in a managed care network for workplace injuries, unless the treatment falls into one of the exceptions to this rule outlined above. To assist you with that, a document has been included in this packet titled "Employee Educational Material" for you to distribute to your employees at this time. Additionally, a poster is included titled "Commonwealth of Kentucky Workers' Compensation Notice" to be posted in common areas.

Second is to direct any injured worker to choose a Gatekeeper from the approved KEMI list located at www.omca.biz. The injured worker may choose any Gatekeeper on the approved list. If you or your employee are unable to access the directory, contact OMCA for assistance at 1-800-592-6671. If your employees have questions concerning their medical treatment, or desire to change Gatekeepers, they should contact KEMI.

Third is to promptly, within seventy-two (72) hours of notification of an injury from an employee, report the work injury to KEMI. This is critically important. Only by knowing of cases immediately can we properly manage them and fulfill the promises of savings that managed care brings. YOUR COOPERATION IS VITAL.

OMCA wants to assist you in effectively communicating this material to your employees. If you have questions or need additional materials, please contact OMCA's Client Services Department at (502) 495-5040.

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[1] 803 KAR 25:110 Section 4(a)-(d).
[2] 803 KAR 25:110 Section 1(2) defines "emergency care" as: (a) Medical services required for the immediate diagnosis or treatment of a medical condition that if not immediately diagnosed or treated could lead to serious physical or mental disability or death; or (b) Medical services that are immediately necessary to alleviate severe pain. "Emergency care" does not include follow-up care, except when immediate care is required to avoid serious disability or death.
[3] 803 KAR 25:110 Section 9(1)(a).
[4] 803 KAR 25:110 Section 9(1)(c).