



2018 MCO Report Card

BWC has created the MCO Report Card to help you evaluate the performance of managed care organizations (MCOs). The report card measures components contributing to the quality of medical management, safe return-to-work strategies and timeliness of service.

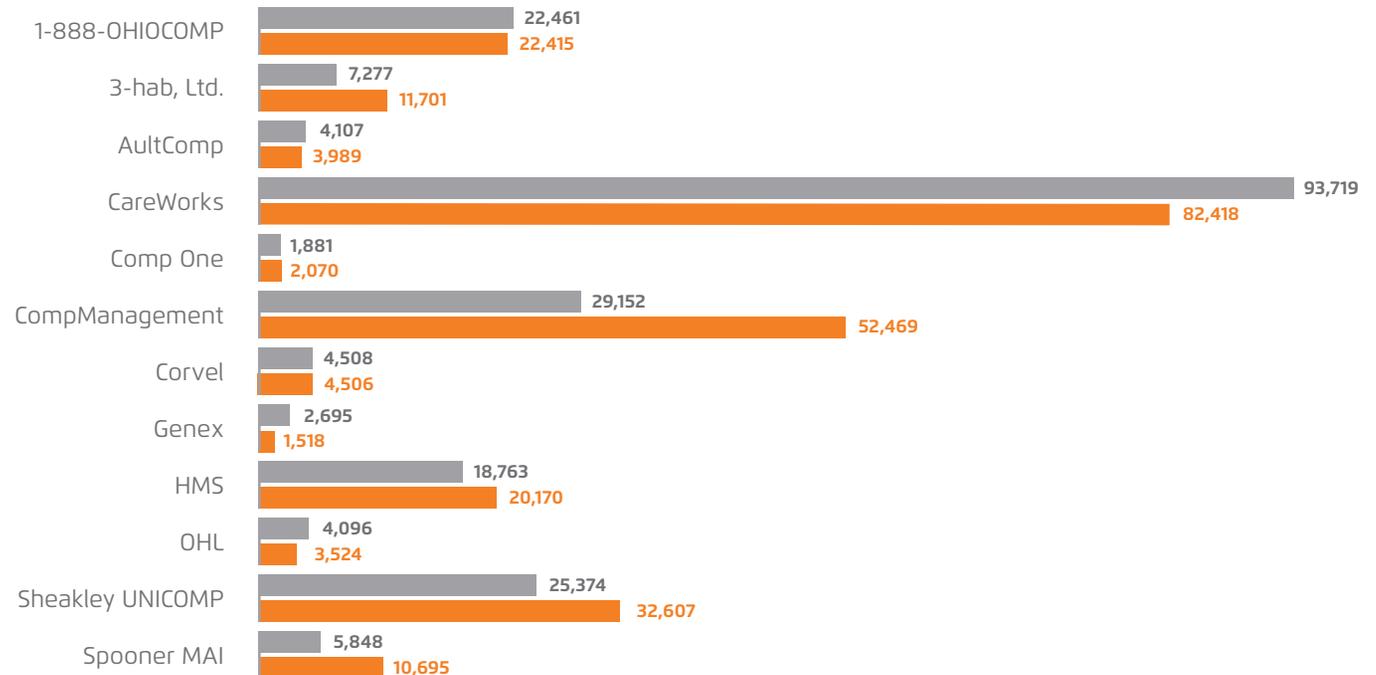
This report card serves as an objective source of information to help you select an MCO. You may receive marketing materials from other sources. Keep in mind, these sources create the materials with the intent to influence your MCO selection.

Number of employers

This measure includes the number of employers assigned to the MCO as of Dec. 31, 2017, that were in an Active, Reinstated or Debtor in Possession status.

Number of claims

This measure includes the number of claims assigned to the MCO on Dec. 31, 2017, regardless of date of injury, that were in an active status, excluding claims with a date of death populated, claims in disallowed, dismissed or settled status and out-of-statute claims.





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MCO book of business

BWC has identified 12 industries that represent most employers within the state of Ohio. The graph here reflects the percent of each MCO's currently assigned employers in each of the 12 industry types across the individual MCO's total book of business. The industry types are represented by the key below.

Industry number Industry type

- 01** Agriculture
- 02** Commercial
- 03** Construction
- 04** Extraction
- 05** High risk commercial/service
- 06** Manufacturing
- 07** Office work/miscellaneous
- 08** Service
- 09** Taxing districts
- 10** Transportation
- 11** Utility
- 12** Other

| Industry number | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 |
|------------------|----|-----|-----|----|----|----|-----|-----|----|----|----|----|
| 1-888-OHIOCOMP | 2% | 11% | 17% | 0% | 1% | 5% | 21% | 38% | 1% | 3% | 0% | 1% |
| 3-hab, Ltd. | 2% | 11% | 18% | 0% | 1% | 6% | 22% | 35% | 1% | 3% | 0% | 1% |
| AultComp | 1% | 11% | 19% | 0% | 1% | 7% | 22% | 32% | 1% | 4% | 0% | 0% |
| CareWorks | 2% | 12% | 20% | 0% | 1% | 5% | 21% | 33% | 2% | 4% | 0% | 1% |
| Comp One | 1% | 12% | 18% | 0% | 1% | 4% | 24% | 34% | 1% | 5% | 0% | 1% |
| CompManagement | 8% | 12% | 13% | 1% | 1% | 6% | 18% | 33% | 4% | 2% | 0% | 1% |
| Corvel | 1% | 12% | 19% | 0% | 1% | 5% | 23% | 34% | 1% | 3% | 0% | 1% |
| Genex | 1% | 11% | 20% | 0% | 1% | 4% | 24% | 33% | 0% | 5% | 0% | 0% |
| HMS | 2% | 11% | 19% | 0% | 1% | 7% | 21% | 33% | 1% | 4% | 0% | 1% |
| OHL | 2% | 10% | 15% | 0% | 1% | 5% | 27% | 34% | 1% | 3% | 0% | 1% |
| Sheakley UNICOMP | 4% | 13% | 18% | 0% | 1% | 9% | 19% | 31% | 1% | 2% | 0% | 1% |
| Spooner MAI | 1% | 9% | 15% | 0% | 1% | 8% | 22% | 38% | 0% | 3% | 0% | 1% |

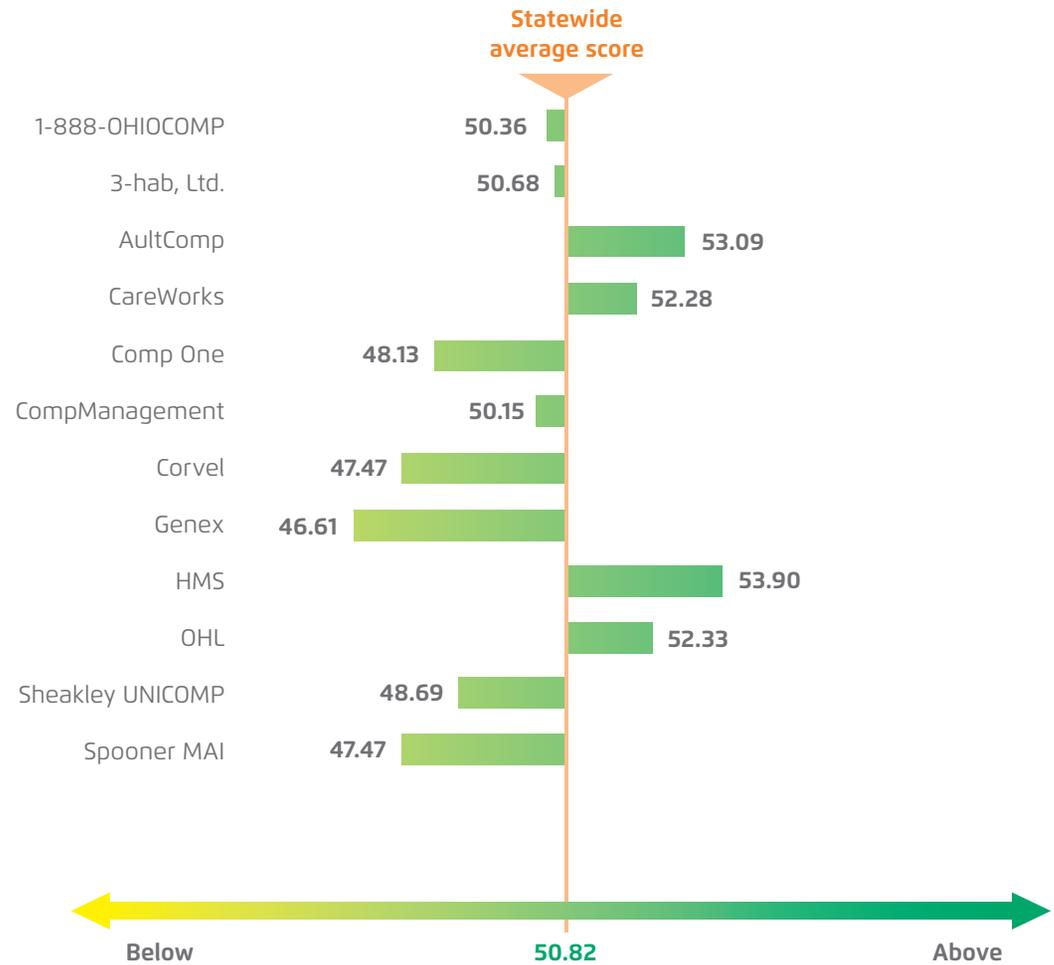


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Days absent

The measurement of days absent is on the total days missed from work during the measurement period. The objective of the days absent metric is to measure the outcomes of an MCO's return-to-work services by comparing the timeliness of the return to work of injured workers managed by the MCO against established benchmarks, which results in a score for the measurement period. The higher the score, the better the MCO is performing at returning injured workers to the workforce in a timely manner.



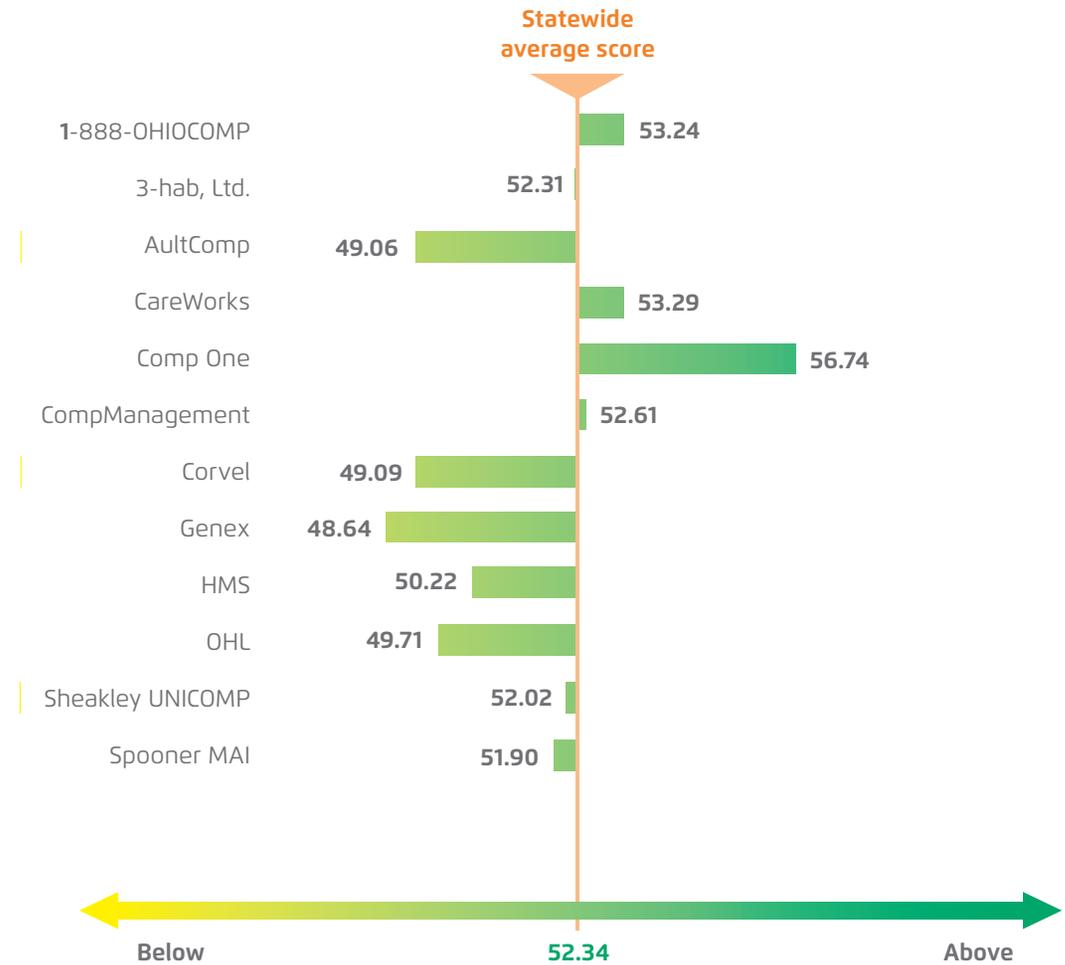


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Recent medical

The objective is to provide a measure to gauge the effectiveness and efficiency of an MCO's management of medical services utilization in the evaluated claims by comparing the total medical paid in those claims managed by the MCO (after return to work) against established benchmarks, which results in a score for the measurement period. The higher the score, the better the MCO is performing at managing medical costs in claims.





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MCO penalties

In some circumstances, BWC may impose a penalty against an MCO based on the MCO's failure to meet performance expectations or for other violations of the contractual agreement between BWC and the MCO. BWC can impose three primary penalties.

Capacity means that BWC prohibits the MCO from soliciting or accepting the selection of the MCO by an employer. This penalty limits the MCO's ability to add employers until such time as the MCO's performance meets contractual requirements or correction to the violation.

A setoff is a financial penalty imposed against an MCO based on the MCO's failure to meet performance expectations over a specified period or for specific violations of the MCO's contract in certain key areas such as the submission of documents.

A withhold is a deduction from the MCO's payment imposed for the substantial failure on the part of the MCO to perform a contractual obligation. Once the MCO has brought itself into compliance with the contractual obligation, a return to the withheld funds may occur.

| | Capacity (In weeks) | Number of setoffs | Number of withholds |
|------------------|------------------------|----------------------|------------------------|
| 1-888-OHIOCOMP | 0 | 0 | 0 |
| 3-hab, Ltd. | 0 | 0 | 0 |
| AultComp | 0 | 0 | 0 |
| CareWorks | 0 | 0 | 0 |
| Comp One | 52 | 2 | 0 |
| CompManagement | 0 | 0 | 0 |
| Corvel | 0 | 0 | 0 |
| Genex | 10 | 4 | 0 |
| HMS | 0 | 0 | 0 |
| OHL | 0 | 0 | 0 |
| Sheakley UNICOMP | 0 | 3 | 0 |
| Spooner MAI | 0 | 0 | 0 |



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Employer Satisfaction Survey

BWC surveyed more than 24,000 employers and requested they rate their assigned MCOs in areas such as the timeliness with which the MCO responded to inquiries, how helpful the MCO was in reporting claims and submitting medical bills to BWC, how well the MCO performed with return-to-work services, and the MCO's overall professionalism in handling claims. The scores on this graph represent the overall rating each MCO received on a scale of 0 to 5.

