

Diagnostic and DME care programs overview

We believe managed care is about more than just reducing your claim costs. It's about helping the injured person receive quality care that facilitates a speedy recovery and a healthy return to work.

We offer numerous programs and an experienced staff armed with the latest technology to help achieve these goals. One example is in the breadth of our specialty managed care programs that, used in combination with other claims and managed care programs, will benefit both employer and employee.

Diagnostic network

We have entered into a national agreement with several diagnostic radiology networks. These companies offer a full range of diagnostic testing, including MRI, CAT scan and EMG. All companies are industry leaders and provide the largest national diagnostic networks. More importantly, however, they take extensive measures to ensure that only qualified radiologists and centers are included in their network. This is accomplished by completing primary source credentialing on each physician and center.

In addition to the quality of their networks, all companies pride themselves on the level of customer service they provide to their clients. Referrals can be initiated by phone, fax or e-mail. Confirmation that an appointment has been scheduled will be received within 24-48 hours of the referral, and a copy of the medical

report will be provided within 48-72 hours following the procedure. Additionally, if you need to schedule an appointment in an area where a contracted center does not exist, they will find a quality center willing to enter into a one-time contract.

Durable medical equipment network

Over the past few years, companies have faced rising costs associated with durable medical equipment (DME). In order to combat this trend, Zurich Services Corporation has implemented a DME network program designed to ensure high quality, dependable products and services. We have worked with several companies that offer a full array of medical equipment to meet almost any customer need: TENS units, hospital beds, home nursing services, crutches and transportation, to name a few.

Key facts and benefits

- The diagnostic program averaged 63 percent savings off average retail prices in 2006.
- The DME program averaged 34 percent savings in 2006.

To learn more about our managed care services, contact your distributor or Managed Care directly at 866-732-5342.

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