

Guide to Medical Resources

This guide is designed to facilitate discussions with claim managers (CMs) regarding the need for a medical resource referral and the specific areas in which the resource can be helpful. If the CM agrees, they will initiate the request for ONC review.

Unit Occupational Nurse Consultant (ONC)

- Understanding Medical Treatment Guidelines (MTGs)
- Reviews newly contended conditions and treatment recommendations per MTGs
- Reviews nicotine cessation treatment, obesity treatment, & mental health treatment
- Reviews Comagine recommendations and denials
- Partners with regional ONCs, nurse case managers, and Health Care Coordinators to focus on early recovery and return to work
- Authorize skilled nursing, attendant care, nurse case managers, residential care, and home health care (nursing, PT, OT)



Office of the Medical Director (OMD) or Pharmacy Consultant

- Reviews protests to Utilization Review after peer-to-peer review
- Reviews unclear, causal relationships for newly contended conditions
- Addresses requested treatment not already addressed in MTGs
- Reviews Controlled Substance Concerns (Pharmacy Consultant)



Field Occupational Nurse Consultant

- Onsite consultations and assessments, including accompanying VRCs to worker appointments
- Assists workers in finding medical providers in Washington, Idaho, and Oregon
- Provides support on complex claims (opioids, medical provider issues, coverage requests, catastrophic claim initiation, work restrictions, transition of care)



Nurse Case Manager

- Coordinates medical treatment and addresses barriers
- Coordinates on complex, time-intensive claims
- Manages catastrophic injuries (frequent hospitalizations, secondary diagnoses complicating recovery, return-to-work plans, treatment plans)
- Coordinates care across multiple provider types
- Finds care for out of state/country workers
- On-site visits with out of state medical providers



HSC/COHE

- Coordinates referrals with workers and providers
- Assesses barriers, including administering FRQs
- Assists with medication issues and transfer of care
- Coordinates surgical care
- Coordinates return-to-work plans



**HSC/COHE are only available if they are partnered with a medical provider. Their contact information will appear in the Claim and Account Center (CAC).*