

Workers' Compensation Medical Provider Programs

How The Hartford takes care of injured workers.

The focus of The Hartford's Medical Provider Programs is to achieve the best medical outcomes for our customers' employees. To accomplish this, we partner with well-established national and local medical networks committed to helping injured workers recover and return to work as soon as medically possible.

The Hartford's Medical Provider Programs provide customers with the following:

Medical Providers with Workers' Compensation Experience

- 370,000 network providers.
- Verification of provider profile and credentials.
- Preferential appointment treatment.
- Contracted network discounts.
- National and local networks.

Three Medical Network Models Available

- Standard Networks:
 - Appropriate medical services that are discounted.
 - The Hartford's nurse case management staff.
- Proactive Networks:
 - Appropriate medical services that are discounted.
 - Proactive enrollment to maximize use of network providers.
 - Integrated case management, including medical, disability and utilization review.
- State-certified Networks:
 - Appropriate medical services that are discounted.

- Certification per specific state requirements for managed care.

Proactive Return-to-Work Focus

- Integrated system for workers' compensation claim professionals.
- Vocational rehabilitation counselors.
- Loss control consultation.
- The Hartford's Team-workSM facilitates an injured workers' safe return to the workplace by focusing on their capabilities.

Nurse Case Management

- On-site and by telephone.
- Patient advocates.
- Coordinate treatment plan with healthcare providers.

Network Referral Unit (1-800-327-3636)

- Provider listing.
- Information on location and specialty.

Regional Medical Programs Consultants

- Act as a liaison between employer, network and The Hartford.
- Educate customers on the use of the network providers and medical provider programs.

For more information on The Hartford's workers' compensation program, please visit our Web site at www.sb.thehartford.com.

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