

Workers' Compensation Medical Services — Accreditation & Credentialing

How our medical management programs make the grade.

The Hartford consistently raises the bar on its medical management programs to achieve excellence in accreditation from independent organizations. Accreditation enhances our ability to deliver exceptional claim services to our insureds and their injured workers.

URAC Accreditation

The Hartford's Workers' Compensation Case Management and Utilization Management programs received full, two-year accreditation from the American Accreditation Healthcare Commission, also known as the Utilization Review Accreditation Commission (URAC). URAC, a non-profit organization, is one of the most prestigious accrediting bodies for medical management programs.

URAC strives to:

- differentiate organizations with the highest standards;
- ensure consistency in policies and procedures throughout the organization;
- help drive better outcomes.

The Hartford was the first organization to receive full URAC accreditation on the first attempt for workers' compensation utilization management and one of the first for our case management program.

Network Provider Credentialing

Our focus on achieving the best possible claim outcomes also includes contracting with potential provider network vendors that maintain the highest standards of credentialing. When we consider such vendors, we require each to be certified and in compliance with the practices of the National Committee for Quality Assurance (NCQA) and URAC.

We evaluate the network's credentialing procedures to ensure:

- participating hospitals are appropriately licensed and accredited (i.e., by the Joint Commission on Accreditation of Healthcare Organizations or its equivalent);
- participating healthcare providers are appropriately licensed and/or certified.

To be sure injured workers receive appropriate medical treatment, The Hartford requires all of its network providers to conform to applicable industry accreditation standards, such as URAC for medical management services and NCQA or URAC for medical provider programs.

For more information on The Hartford's medical management accreditation process, ask your local Hartford agent.

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