

# TIER 3

## IN PERSON REFERRAL (WORKFLOW)

### TIER 3 DEFINED

OrthoLive MD/PA evaluation uncovers “Significant Findings” and has deemed the injured employee as needing in-person care as the next step.

#### ORTHOLIVE SCHEDULING

*An email is sent from the OrthoLive Scheduling team to the injured employee’s safety team asking for the OrthoLive’s Work Comp/Self Pay Form be completed, if you would like the OrthoLive scheduling team to help schedule with an in-person provider.*

#### LETTER OF AUTHORIZATION

*If the Adjuster/Carrier /TPA would like expedited scheduling with an Orthopedic Specialist Practice, they will need to provide OrthoLive scheduling team with an Open and Billable Letter.*

*This letter will need to have:*

- *Be on Payor’s Letterhead*
- *Payor Information & Address*
- *Confirmation of Payment and terms of payment Appropriate Signature*

### ORTHOLIVE’S CLINICALLY INTEGRATED NETWORK (CIN)

*OrthoLive has a network of over 5,000 Orthopedics Surgeons across the country and we can help expedite the scheduling process here for quicker orthopedic specialist appointments.*

### EXPEDITED SCHEDULING

*Once this letter is completed appropriately by the payor/adjuster and received, the injured employee will be scheduled as quickly as possible by the OrthoLive scheduling team.*

# TIER 2

## IMAGING AND/OR ORTHO MD/PA TELEMEDICINE APPT

### TWO PATHS:

1

Start with an Orthopedic or MD visit through Telemed and possibly imaging thereafter.

- Path approved/authorized by Designated Safety Team Member(s).

2

Complete imaging and meet with Orthopedic MD/PA through telemedicine.

### EXPECTATIONS

- XR/MRI/CT will need to be read by a radiologist, and OrthoLive must receive this report before scheduling.
  - Xray radiology report can take up to 24+ for a radiology read on rare occasions.
  - MRI radiology report can take several days
- We are working behind the scenes to expedite this - thank you for your patience.

### INJURED EMPLOYEE(S)

- Communication for location and timing of imaging will be directly with the employee from the OrthoLive scheduling team.
  - If the employee is unresponsive or problematic, the safety manager will be contacted by OrthoLive scheduling team.
  - Once images are complete a CD must be uploaded
    - (See CD Upload Instructions Flyer)

### SAFETY MANAGER

- In the EMR/Portal, the safety team can follow along with where the case is within Tier 2 status by scrolling down and looking at "ORDERS":
- After the MD/PA telemedicine appointment is complete. Only the primary Safety Contact labeled in the portal will be called by MD/PA.
  - Work restrictions, Modifications, referral status, causation guidance
- Once evaluation is completed- all safety team members connected to the employees location will receive a push notification in real time, to view the medical note(Work notes will be completed by the end of the day the evaluation was completed.)
- The Safety team can also follow the case in the portal and should once again look to the ORDERS section located at the bottom of the episode for next steps or discharge status.