



Why choose Sedgwick MCO?

Our expert team is focused on simplifying the claims process and helping injured employees get the care they need to recover and return to work. Employers appreciate our services and benefit from the savings we produce in key areas. We offer expertise and solutions that lead to outstanding performance results – and employers that choose us notice the difference.

Fewer lost workdays

At Sedgwick Managed Care Ohio (MCO), our goal is to ensure a safe and efficient return to work, minimizing costs and lost workdays. We have been extremely successful in this area. In fact, Sedgwick MCO averaged 14% fewer lost days than other managed care organizations (MCOs) combined in claims from 2021-2024.¹ Driving our successful outcomes is our emphasis on engagement and coordination with physicians to provide clarity on treatment plans and resolve complicated claims issues.



Faster claims reporting

In 2024, our triage team outperformed the statewide average in first report of injury (FROI) timing and FROI turnaround by 11% and 13%, respectively.² FROI timing measures the average number of days between the date of injury and submission of the claim to the Ohio Bureau of Workers' Compensation (BWC). FROI turnaround is the average number of days from an MCO's receipt of a new claim to final submission to BWC. Injury reporting efficiency helps drive the treatment and return to work process, while minimizing lost workdays.



Exceptional medical savings

Our clients benefit from our aggressive bill review system. Along with re-pricing medical bills to meet BWC's fee schedule, Sedgwick MCO secures additional cost savings for clients through PPO network discounts, clinical edits on specific procedures, and direct negotiations with treating physicians. For all bills processed in 2024, our state-of-the-art bill review and re-pricing software reduced medical costs for our clients by 19% beyond BWC's fee schedule – an additional cost reduction of \$38 million.³



Meaningful treatment focused on recovery

Our clinical approach goes beyond task-driven requirements for MCOs. We foster clarity between all parties and pursue the most appropriate treatment path. Our medical management team drives high quality care and helps injured employees return to work as quickly and safely as possible. We compare each employee's circumstances against key data points to help guide our approach, and our full-time, on-site medical director assists with clinical matters and complex cases.



Why choose Sedgwick MCO?

Comprehensive prescription oversight

Sedgwick MCO has a pharmacy nurse team dedicated to reviewing medications prescribed in workers' compensation cases to ensure appropriateness, cost-effectiveness and safety. Our emphasis is on identifying drugs unrelated to claims, and those that may cause side effects delaying a full duty return to work or create additional risks for the employee. Our pharmacy nurses initiate the drug utilization review process to formally review medications for termination or to find better alternatives based on the claim.

Aggressive treatment negotiation

Our management infrastructure provides our team with the confidence to respond to treating physicians with constructive dialogue that leads to better outcomes. Simply denying a request often leads to lengthy delays and frustration. Unquestioned approvals can lead to unproductive treatment that does not advance recovery and return to work. We support thoughtful engagement to address questions and potential alternatives, while focusing on the recovery impact of every treatment request.

Statewide resources and expertise

Our medical management and client services teams are located throughout Ohio – with concentrations in the Columbus, Cleveland, Cincinnati and Toledo areas. With nearly 400 colleagues statewide, we have expertise and resources available where our clients need us. Our reach throughout the state ensures that we know your communities and medical providers.



Now is
the time
to switch

OPEN ENROLLMENT IS
APRIL 28 – MAY 23, 2025.

Don't miss your opportunity to secure the best possible resources available. Join us on the path forward. Choose Sedgwick MCO.

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¹ BWC Public Data, Claim information by MCO, NCCI Manual. Injury Years 2021-2024, as of 1/14/2025. | ² MCO Weekly Summaries, provided by BWC for calendar year 2024 | ³ Sedgwick Managed Care Ohio medical billing data – 2024 bills processed.