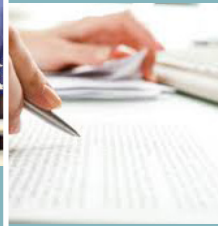


Return-to-Work Solution



Utilization Review

About Windham Group

Windham Group is a Return-to-Work Solutions company of experienced Utilization Review (UR) professionals who, in partnership with our clients, reduce the risk of work-related injuries, hasten recovery, shorten the return-to-work cycle, and control costs.

Investigative Approach

Our specialists use established industry criteria to review and evaluate medical treatment and procedures, providing integrated claims solutions from date of injury through case closure or settlement. We identify costly over-treatment and excessive services by the healthcare provider and develop efficient methods to manage medical costs while ensuring the best medical care and minimized lost time for the injured worker.

Customer Service

Windham Group clients receive timely and efficient review determinations. We describe, in detail, all proposed treatment options and alert them to any questionable or problematic issues. We also monitor compensable injuries and notify the carrier if there is a migration of body parts or diagnosis.

Industry Network

The Windham Group Medical Director maintains a proprietary list of physicians for school-to-school reviews and establishes a personal relationship with the reviewer to obtain the best outcome for the client and the injured worker. In Massachusetts, where UR is mandated for all medical treatment on accepted cases, the request for treatment is reviewed for medical necessity. HCSB (Health Care Services Board) guidelines are utilized and when one doesn't apply, secondary sources are referenced. We have a 100% compliance score history from the State of Massachusetts, Department of Industrial Accidents. Windham Group has over 20 years of experience servicing the claims management industry. We deliver comprehensive, specialized solutions for insurers and employers through our large network of healthcare professionals.

Whether a prospective, concurrent, or retrospective review of medical treatment or medications, Windham Group provides a swift expert response and reliable solution.

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 **WINDHAM GROUP**
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