



Client Name: County of Ventura	
Line of Business: Workers' Compensation	Responsible Office: West Hills
Contract #: 7385	Client Services: Lisa Wilson

- Facet Injections

Utilization Review Fast-Track Program: Ventura Ortho

The County of Ventura has engaged in a fast-track program for the Fire and Sheriff Agencies only. The program fast tracks care for Fire Department and Sheriff employees in exchange for forgoing the utilization review processes. Highlights of the program include:

- Fire Program: Effective 2/1/2020
- Sheriff Program (pilot): Effective 7/21/2023
- Applies to Fire and Sheriff only
- Does not apply retrospectively / applies for injuries where orthopedic care was not already sought.
- Every office visit, Ventura Ortho will provide the examiner with disability status, care plan, surgical pre-authorization
 - ✦ If surgery is pre-authorized, please contact the surgery facility and provide them the surgery authorization.
- **RFAs are not required, however, if an RFA is received the examiner will approve the request without being sent to UR.**
 - ✦ If RFA is received the examiner will notify the risk analyst for discussion with Ventura Ortho
- Program does not apply to Rx. Rx will process through state formulary and UR as normal and/or pass through.
- Urgent Ortho: available in Simi Valley, Oxnard, Thousand Oaks, and Ventura offices.
- The fast-track program is intended for only active employees. As of 8/1/23, any Fire or Sheriff employee who retires or leaves County employment will transition out of the fast-track program and back to the traditional workers' compensation medical program. The examiner will send the injured employee a letter advising of the end of eligibility for the fast-track program with a **copy on Ventura Ortho.** The letters can be found in SMART under the following form numbers:
 - ✦ For **retiring employees** use: Notice of Ventura Ortho Fast-Track Eligibility Retiree_SMC - **Form #481069**
 - ✦ For **former academy or other terminated employees** use: Ventura Ortho FastTrack Eligibility Academy Letter_SMC – **Form #481067**
- **The assigned COV Risk Analyst should be included in any discussions regarding disputes or issues on an injured employee's eligibility to participate in the Ventura Ortho Fast-Track program. The Risk Analyst should also be notified if there are any situations where the injured employees or doctors are not being compliant with the Fast-Track program process.**

Medicare Related Services

Sedgwick will provide MMSEA and MSA reporting services for the County of Ventura.

Medicare Set Aside: Request to work up evaluation for an MSA must be submitted to Risk Management for Authorization.

1. Except where client variances are outlined in this document, client service standards are in accordance with established Sedgwick CMS Service Expectations.
2. Contact your Supervisor and Client Service Manager if you believe there is a conflict between Client Service Instructions and Carrier Claims Handling Requirements.