

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

State fee schedule/usual, customary and reasonable; state reporting of all medical bills (medical, specialty, diagnostic, pharmacy).

- Surgical implants review- review of implantable costs for potential discount based on accuracy of billing and true cost
- Nurse review: Sedgwick nurses review questionable or complex elements of a bill

All bills go to Sedgwick bill review unless client selects otherwise, vSR is documented and the client service manager has approved. It is important that this process not be broken as there are EDIs to the state containing bill payment and denial information.

- Claims Examiner questions ONLY: 866 366-5081 OR National.BillReview@sedgwick.com
- Appeal questions: SBRReconsiderations@sedgwick.com
- Providers ONLY: 866-495-7844

Out of Network Bill Review

Sedgwick (MCMC)

PPO / Directed Care Networks

The County does not participate in the Medical Provider Network (MPN). Standard PPO contracts are in place to provide negotiated discounts to the County for medical bills arising out of a workers' compensation claim.

Pharmacy

Pharmacy Benefits Provider: Optum

Pharmacy benefits network (PBM) supplies pharmacy cards for open accepted claims. First fill card available for initial one time fill immediately post injury event.

Mail Order: **OPTUM** will identify employees eligible for mail order and alert the examiner. It is the examiner responsibility to discuss and promote use of mail order as appropriate.

- First Fill Document: [Optum First Fill Card - County of Ventura](#)

INDICATE OPTUM / VitalPoint

- OPTUM: Dedicated Sedgwick Phone: (800) 229-4377
- <https://vitalpoint.optum.com/>

Physical Therapy

Therapy Network comprised of the following providers and or services:

- Acupuncture
- Chiropractor

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.