

Coventry Independent Medical Examinations



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What is it?

Coventry Independent Medical Examinations is the nation's largest national Independent Medical Examination (IME) program that offers our extensive network of over 12,000 pre-screened, board certified health care professionals. Our national scope and service expertise enable us to provide our clients with faster, more efficient turnaround times and access to health care providers specializing in all areas of medicine.

People Who Understand...

We make medical evaluative services easy for you.

Facilitating IMEs and record reviews can be a cumbersome challenge. We will use our resources to ensure that your needs are met. Our menu of products will help streamline the administrative processes for your IME and record review requests. As an industry leader, Coventry Independent Medical Examinations is the right choice for all of your evaluative service needs. We have expertise servicing multiple lines of coverage including:

- Workers' Compensation
- Auto (No Fault/PIP, Liability, Medical Payments Policies)
- Short Term and Long Term Disability
- Occupational Injury/Accident

The Coventry Difference.

IMEs are a critical tool in claims handling and must be managed with care. This can be a tedious and time-consuming process for you and your staff. Turning the process over to Coventry Independent Medical Examinations avoids wasting valuable time and results in prompt and objective evaluations. Our menu of evaluative services includes:

- IMEs and State-specific Evaluations
- Peer/Medical Records Reviews
- Expert Second Physician Opinions on workers' compensation, auto liability,
- short- and long-term disability, family medical leave, and utilization management
- Radiology/Diagnostic Reviews
- Functional Capacity Exams (FCE)

Coventry Independent Medical Examinations consistently exceeds client expectations in reviewing and delivering final reports that are both timely and accurate.

Put the Best People On It: Ours.

We offer a broad range of specialists who provide the most comprehensive evaluative services in the industry.

Our national panel of health care professionals has met stringent credentialing requirements, assuring you that your examinations and records reviews are being done by physicians of the highest quality. Contracting and credentialing procedures for our health care professional panel include procurement, review, and verification of:

- Current state medical licenses/authorization to practice
- Board certifications
- Current medical malpractice insurance coverage and state-specific certificates
- National Practitioner Data Bank (NPDB) information
- Current curriculum vitae

Why Coventry?

- Two tiered physician panel to help reduce IME costs with preferred and provide more choices for the customer with extended panel physicians
- Variety of evaluative services to meet customer needs
- Established Best Practices and Quality Assurance procedures
- Web-based ClaimSight™ allows for electronic referrals, tracking, and reporting
- Customized outcomes reporting measuring costs, turnaround times, and health care professionals' details
- Four regional service centers with one operating system, applying consistent business processes and standards

More Information? Call Our Offices.

Office | 866.445.7286
e-mail | referralsonline@cvty.com

www.coventrycaremanagement.com



How We Do It.

Coventry Independent Medical Examinations offers the experience and the resources to help you obtain expert, objective medical opinions on your most challenging claims. We have a wide range of easy-to-use solutions to meet your specific needs, regardless of the size and the geographic coverage of your claims.

We will handle administrative tasks by:

- Copying medical records at your office
- Distributing medical records to health care professionals
- Scheduling appointments and making reminder calls
- Retrieving diagnostic test results and radiology films
- Assisting with translation and transportation services
- Performing a quality assurance review and delivering an objective, thorough narrative medical report
- Informing you if a claimant cancels or fails to attend an exam

Referrals can be received:

- In person at your office
- Via e-mail, phone, or fax
- Through our internet-based application ClaimSight™

Visionary Technology: That's ClaimSight™.

It couldn't be easier to manage evaluative service referrals via the Internet, thanks to Coventry's ClaimSight™.

From initiation of the referrals to receipt of the final narrative report, ClaimSight™ enables claims professionals to:

- Initiate independent medical examination, peer review, radiology review, and physician review referrals online
- Submit referrals through a secured Website
- View a summary of events surrounding each referral
- Review and track the status of individual referrals online
- Receive automated e-mail notifications when your narrative report is available for download

Key Terms for IME

Independent. Completed at arm's length from employer and treating practitioner; examiner has no prior relationship with the individual being assessed.

Medical. Not necessarily medical; may include a combination of disciplinary experts, depending upon your referral questions.

Examination. Direct assessment, not paper review; may be conducted off-site or at the employment setting.

Restrictions. Externally imposed by treating practitioner; linked to specific impairment or disability.

Limitations. Internally imposed by individual.

**Coventry Independent Medical Examinations.
Serving you with accurate, professional medical
evaluative services.**