Taking a multi-disciplinary approach to ongoing pain management and opioid recovery

Working together to prevent, manage, and ultimately mitigate the risk of adverse outcomes

The opioid crisis has taken a grievous toll on the health of many Americans dealing with work-related injuries. Knowing as much as possible about the risks of opioid therapy allows for the most effective and efficient interventions available. Opioid management presents a challenge, and early intervention is imperative to limit opioid risk and avoid dependence, addiction, or diversion. Tools and programs must work together to prevent, manage, and ultimately mitigate the risk of death and adverse claim outcomes related to opioid use. Formulary design, utilization review, claim risk assessments, prescriber and injured worker outreach and education, and recognizing and coordinating opportunities for recovery are critical to effectively address the opioid problem.
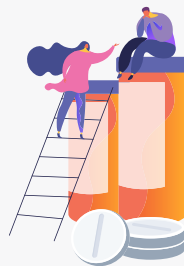
A multidisciplinary solution incorporates evidence-based recommendations to address risks and adverse outcomes

Prevention

Intervention & Oversight

Recovery

Our approach focuses on individualized, patient-centered care. We offer opioid stewardship through risk assessment and promotion of safe prescribing practices which consider the patient's medical, social, and family history. Access to care and stigma are considered as barriers to treatment. This multi-disciplinary approach to ongoing pain management includes education and innovative solutions.

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Opioid Risk Prevention & Recovery

- **Decision Support Through Pharmacy Management:** Clinical intelligence derived from pharmacy and medical data strengthen risk modeling and clinical recommendations to better inform decision-making.

- **Risk Identification:** Real-time automated, comprehensive identification of potential for opioid overdose and opioid use disorder allowing for customized messages to be routed to nurse case managers, pharmacists, adjusters, or other client resources for review and intervention as soon as risk emerges.

- **Referral to Specialized Network Providers:** Access to a network of specialized providers when opioid use disorder is identified. Allow for seamless referral/access upon recognizing the need for opioid use disorder treatment and recovery, either proactively identified through risk modeling and real-time strategic notifications or through routine outreach and clinical review.

- **Adjuster Tools:** Online adjuster tools simplify the capability to refer cases for recovery and intervention, and also serve as the communication point for ongoing progress, check-ins, and follow-up.

Opioid Adverse Outcome Prevention & Recovery

Case Management
Engages the prescriber and the patient; facilitates naloxone fill and opioid regimen review and education

Data & Risk Modeling
Applies clinical intelligence, medical guidelines, and predictive analytics to prescription and medical history to identify potential opioid use disorder and/or overdose risk

PBM
Monitors prescription activity for emerging opioid risks; recommends interventions and/or referrals

Networks
Referral to opioid use disorder recovery specialist

Coventry Connect
Communication with the adjuster

Comprehensive Opioid Treatment Program

Core Components
Assessment

Evidence-based Treatment

Substance Use Monitoring

Clinical and Case Management

Recovery Support Programs

Continuing Care

Vocational Services

Mental Health Services

Medical Services

Educational Services

HIV/AIDS Services

Legal Services

Family Services

The best recovery programs provide a combination of therapies and other services to meet the needs of each individual.

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Nurse Triage | Case Management
Utilization Review | Networks
Independent Medical Exams | Pharmacy
DME & Ancillary Services | Bill Review

Contact us today to discuss how we can return your injured workers to work, to play, to life: info@cvty.com or 800-790-8662.

www.coventrywcs.com