

# Zurich Services

## Utilization Review Plan Information Materials

### Utilization Review Notice

*(To be posted at work site and distributed to employees by employers)*

## TO ALL EMPLOYEES Workers' Compensation Utilization Review Program

Your employer and insurance company have selected Zurich Service Corporation (ZSC) to review the medical care and treatment you receive in order to ensure quality and appropriate medical care for any work-related injury or illness which may occur. The ZSC utilization review (UR) program includes experienced registered nurses and licenses board certified physicians who will evaluate the medical treatment provided to you by your attending physician and other health care providers.

### If you are hurt on the job please do the following:

- Ask your supervisor or manager to notify the insurance company of your injury and complete a report of injury form.
- Ask your physician to contact ZSC's Managed Care Service Center for treatment plan authorization at **1-800-451-8731** in order to seek approval of health care services prescribed for your condition. *(Failure to have your treatment approved could result in the denial of payment of medical services provided to you by your physician).*
- In emergency situations, prior authorization of your treatment is **not** required by you or your attending physician. However, ZSC must be notified of your emergency care within one business day of the delivery of such treatment.

### If you should need help in locating a provider please utilize the following directions:

1. Log on to [www.zurichna.com](http://www.zurichna.com)
2. Click on "Claims"
3. Scroll down to section titled "Tools and Resources"
4. Click on C.a.r.e. Directory Online found in the Medical Management box

If you should have any questions, please contact:

Zurich Services Corporation  
Managed Care Service Center  
1299 Zurich Way Schaumburg, IL 60196-1056  
1-800-451-8731

Utilization review by ZSC does not guarantee payment for medical care provided to a patient. Payment is subject to eligibility under Oklahoma's workers' compensation laws.

