



Department of
Administrative Services

Customer Focused, Performance Driven

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Chris Risley, Director

2/16/09

Attn: State of Georgia Risk Contacts, HR Directors, Workers' Compensation Coordinators

Reference: AmeriSys System Improvement Plan

AmeriSys is the certified Managed Care Organization for the State of Georgia's Workers' Compensation program. On an annual basis, you are asked to evaluate this Workers' Compensation program. We value your opinions. Based on those survey responses, we wish to communicate enhancements to the program to improve benefits delivery to our injured workers. These AmeriSys system improvements include:

- Bringing all nurse case managers in house
- Improved initial contact workflows
- Expanded business hours and peak time phone coverage
- Upgraded phone and voicemail systems

In addition, Risk Management Services has adjusted their Worker's Compensation program requirements by eliminating the need for utilization review on initial specialty physician visits, initial Physical Therapy Requests and initial specialty diagnostics such as MRI's and CT scans. Risk Management Services has also discussed and implemented benchmarks for response and turnaround for medical service request that exceed industry standards, on behalf of our injured employees. In addition RMS is updating agency contact lists more frequently in order to speed AmeriSys – state agency first contact.

We will continue to measure service delivery timelines and report that data on a quarterly basis. Our goal is to complete 90% of all in-house nurse referrals within 24 hours and 99% of all in-house nurse referrals within 3 business days. We will monitor this monthly. If you have any questions or comments please feel free to contact the Georgia Worker's Compensation program officer Celeste Rodriguez at 404-656-2599.

Sincerely,

Chris Risley
Director, Risk Management Services

Ron Warble
CEO, AmeriSys Inc.