

CHS Operations

The corporate structuring of CompManagement Health Systems utilizes defined departmental roles and responsibilities, which ensure quality services, with established safeguards. Each employee at CHS has a job description outlining their individual and departmental responsibilities within the organization. In addition, individuals are given an Employee Handbook that defines corporate policies and procedures. These guidelines serve as a base upon which an employee's training and experience build.

The following information outlines how the organization of CompManagement Health Systems is structured and the key responsibilities within and between each department:

Employer Services anticipates and responds to employers' needs and service requests. In addition, the Employer Services department follows up on marketing and new business development by promoting MCO products and services to established customers and new prospects and by implementing new accounts. The technical knowledge base of Employer Services includes the managed care system, the programs offered by CHS, the services of the Third Party Administrator, as well as self-insured and state funded programs for the state of Ohio.

The Regional Account Manager within Employer Services will coordinate and provide the following services:

Meetings: The Regional Account Manager will meet with any employer upon request.

Education: The Regional Account Manager will conduct a thorough training on all MCO processes. Training is available for all levels of staff if so desired. Particular emphasis on training of Supervisors and Workers' Compensation contacts.

Reports: Detailed reports for claims activity and billing can be provided on a monthly basis. Reports will be available through our website this Spring.