

Medical Case Management

Clinical Expertise. Compassionate Care.

In the absence of clinical guidance, a workers' compensation claim can quickly escalate from a simple injury to a high-cost, complex maze of medical treatment and indemnity payments.

We are especially skilled at addressing medical treatment plans to ensure expedient, quality care and aid in the global claims management process. We don't believe every claim warrants a nurse case manager. By reserving clinical resources for claims which warrant specific oversight and management, we protect both our clients' investments and our clinical resources for instances truly warranting intervention.

By proactively addressing comorbidities, return to work, recovery barriers, new symptoms, treatment outside of guidelines, and pharmacy utilization, our experienced Registered Nurses provide evidence-based clinical guidance to promote comprehensive, aggressive care management.

Clinical Core Competency

Both regionally and nationally, our clients depend on us for clinical excellence. Our clinical credentials run deep. Founded in 1998 as a telephonic and field case management company, we are widely recognized as a leader in medical and disability management services.

FEATURES

- URAC™ accredited in Case Management
- Gold standard service objectives and standards
- Telephonic case management for claims requiring ongoing management either upon first report of injury or as medical treatment escalates outside of anticipated guidelines
- Field case management for claims requiring face-to-face interaction

- Strategic clinical programs targeted toward specific interventions, including emphasis on:
 - Early intervention
 - Discharge planning
 - Pharmacy utilization management
 - Pharmacy utilization intervention
 - Catastrophic case management
 - Proactive identification of claims warranting clinical oversight from back-end data analytics
 - Results driven model with outcomes tracking

DIFFERENTIATORS

- National, URAC-accredited coverage with 100% reaccreditation scores since 2014
- Immediate clinical support for all FCM referrals
- Extensive clinical expertise, experience, and effective management of highly complex cases (CAT)
- Customizable, strategic case management integrations with utilization review and bill review
- Intentional, goal-oriented strategies based on clinical progression
- Continuation of your brand - understanding the balance between advocacy and outcomes

Learn more: ekhealth.com/case-management

