

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 aide 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, our nurses assist on claims with multiple body parts, complex diagnoses, costly treatments or injuries to specific body parts which have proven costly.

By proactively addressing comorbidities, return to work, recovery barriers, new symptoms, treatment outside of guidelines, claims with newly prescribed opioids and claims with excessive pharmacy utilization, our experienced Registered Nurses provide evidence-based clinical guidance to promote comprehensive, aggressive claims 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
- 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:
 - pharmacy utilization management
 - pharmacy utilization intervention
 - discharge planning
 - catastrophic case management
 - liability case management
 - early intervention
- Identification of claims warranting clinical oversight from back-end data analytics
- 24/7 access via secure web platform

BENEFITS

- Gold standard service objectives and standards
- Results driven model with outcomes tracking
- 2019 average savings per claim = \$7,900

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