



Catastrophic Case Management

Complex, time-sensitive and multi-faceted expertise

An immediate on-site response, thorough assessment and precise communications. Our CAT nurses obtain accurate diagnosis and treatment detail which are critical first steps in facilitating the best possible outcome for all parties.

Goals

- Immediate on-site response, bilingual case managers on staff †
- Experienced CAT case managers
- Comprehensive assessment to obtain accident details, diagnosis and status
- Monitor individual progress and results
- Provide recommendations and execute in-depth treatment plans
- Ensure appropriate and timely medical care
- Communicate with all parties on the case
- Oversee cost-effective use of approved service providers
- Facilitate return to pre-injury employment
- Support injured worker in best treatment and recovery

What we do

- Immediate on-site visit with injured worker and family members
- Immediate update to adjuster
- Document and coordinate needs across multiple medical disciplines
- Maintain complete and accurate documentation
- Future medical cost projection (as needed)
- Attend medical appointments
 - Document treatment plan, obtain RTW status
 - Immediate update provided
 - Coordinate steps for ongoing recovery
 - Utilize approved service providers where possible
 - Employer contact to coordinate RTW
 - Coordinate modified or transitional duty

What we provide

- Comprehensive triage and assessment in initial report
- Status updates within 24 hours of each visit
- Activity reports every 2 weeks
- Ongoing email and phone updates as needed and upon request

†See locations for bilingual services