



Field Medical Case Management

Striking a balance between business and helping people

With a focused return-to-work plan, we achieve the goals of employers, insurance carriers and third party administrators by reducing disability durations and minimizing unnecessary treatment and overall claim costs.

Goals

- Meet with medical treatment and service providers in the field
- Bilingual case managers available †
- Evaluate and facilitate recommended treatment plans
- Coordinate medical needs and resources
- Monitor individual progress and results
- Support injured worker in recovery, appropriate and timely medical care
- Maintain complete and accurate documentation
- Communicate with all parties on the case
- Promote cost-effective care by minimizing unnecessary treatment
- Facilitate return to pre-injury employment

What we do

- Initial phone contacts with 24 hours, results documented with
 - Adjuster
 - Attorney (if applicable)
 - Employer
 - Injured worker
 - Medical Provider(s)
- Conduct initial on-site assessment with injured worker
- Attend medical appointments
 - Document treatment plan, obtain RTW status
 - Immediate updated provided
 - Coordinate next steps for treatment plan follow up
 - Utilize approved service providers
 - Employer contact to coordinate RTW FD
 - Assist with modified/transitional duty needs

What we provide

- Initial report within 14 days
- Progress reports every 30 days (as requested)
- Ongoing email and phone updates as needed and requested

† see locations for bilingual service areas