



Telephonic Case Management

Creating positive outcomes for injured workers and your bottom line

By establishing immediate contact, our telephonic case managers proactively assess injured workers' medical needs, appropriate treatment options and coordinate recovery to pre-injury employment.

Goals

- Proactively coordinate care aligned with protocol-based guidelines
- Evaluate for red flags
- Detect high-risk claims
- Focus on limiting medical and indemnity costs
- Monitor for appropriate treatment, compliance and utilization
- Support injured worker in best treatment and recovery
- Convey vital updates to all parties
- Proactive communication to eliminate delays and lag times
- Return injured employees back to work, as soon as medically appropriate
- Multi-lingual services available †

What we do

- Initiate contacts on claim
 - Adjuster
 - Injured employee
 - Employer (as requested)
 - Treatment providers
 - Attorney (as requested/required)
- Schedule and follow up medical appointments
- Resource for appropriate provider recommendations
- Coordinate ancillary services
- Obtain dictation, medical records and test results
- Address work status, MMI date and workplace capabilities

What we provide

- National coverage with competitive regional pricing
- Ongoing telephone consults for evaluations and recommendations
- Dedicated multi-lingual telephonic team †
- Detailed status updates by phone and email
- Identify appropriate providers based on geographic needs
- Return-to-work focused activity reports every 30 days

† see locations for bilingual service areas