

Case Management



Case Management

Disability Management is comprised of:



1. Quality Case Management (QCM): Cases in which Injured Worker (IW) is off work or working with limitations for first 30 months.
2. Periodic Roll Management (PRM): Cases in which IW is off work beyond 30 months, or is partially disabled with wage loss.

Quality Case Management (QCM)

Once a case is accepted and the work status is anything other than return to full-time regular duty, the case is referred to the QCM unit and a nurse is assigned.

- Accelerated focus on medical management and return to work (RTW)
- Focus on reducing lost production days (LPDs)



QCM Potential Outcomes

- Complete recovery (no wage loss)
- Return to modified work with employing agency (EA) with or without wage loss
- RTW with a new employer
- Loss of wage-earning capacity (LWEC) without actual job placement
- Determination that the IW has no current wage earning capacity (long term disability)

QCM Process

- Claims Examiner (CE) works with the nurse to assist with coordination of medical management and to obtain a release to suitable employment when appropriate.
- When there is an obstacle, the CE arranges for additional case management intervention as necessary.



Types of Intervention

- Contact attending physician (AP) via letter to request information on treatment plan, etc.
- Refer injured worker for second opinion examination
- Refer injured worker for a referee examination
- Refer case for review by the District Medical Advisor (DMA)

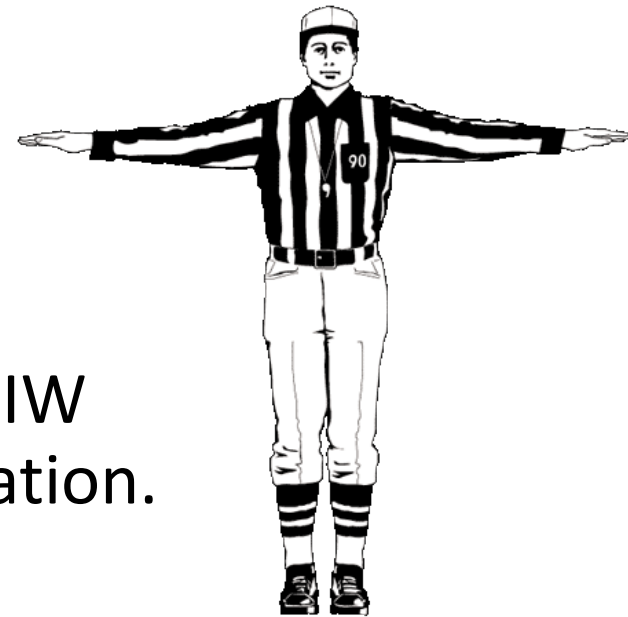
Second Opinion Examination

- OWCP may request a second opinion examination of the injured worker as deemed necessary by the CE.
- Cooperation is mandatory.
- Sanctions may be applied by OWCP if injured worker obstructs or fails to submit to examination.



Referee Examination

- If a conflict in medical opinion exists between the AP and the second opinion examiner, a referee examination is scheduled to resolve the conflict.
- Cooperation is mandatory.
- Sanctions may be applied by OWCP if IW obstructs or fails to submit to examination.



Agency Return to Work Plan

- EA should have a plan to return IWs to suitable employment.
- Re-employment involves less wage loss and lower LPDs.



Agency's Responsibilities

When the claim is filed:

- Stay in contact with IW.
- Determine IW's work status and date of RTW. Send Form CA-17 with IW to medical appointment.
- If alternative positions are available for a partially disabled employee, advise IW in writing of specific duties and physical demands.
- Where no alternative position is available with current restrictions, continue to monitor the medical condition and advise IW of any accommodations EA can make.

Injured Worker's Responsibilities

- To provide AP with information on any available light duty (CA-17).
- To advise EA of limitations/work restrictions imposed by AP.
- To RTW with EA when medically released.
- If work not available with EA, seek employment with new employer.
- To report efforts to obtain suitable employment.

Form CA-17

- For common positions in EA, have a pre-prepared CA-17 with the left side completed.
- EA should make sure the physical requirements listed accurately portray the requirements of the position.
- On Form CA-17, indicate that light duty work is available.

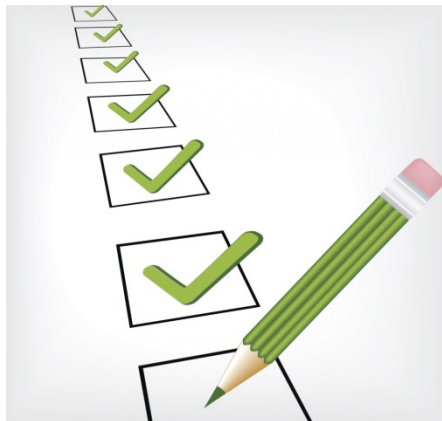
Reviewing Medical Evidence and Work Restrictions

Do the restrictions fall within the date of injury regular duty position?

– If so, the IW is considered regular duty.

[EA should contact IW and advise him/her to RTW the next day.]

– If not, provide a written light duty assignment within the restrictions.



Light Duty Assignments

- A light duty assignment is provided to IW to accommodate the restrictions.
- Prepare a written assignment for IW. Duties must meet the physical requirements.
 - Verbal assignment allowed, but written assignment should be made within two days.
- Assignment can be job modification of an existing job with light duties.



Light Duty Assignments

Examples of light duty or work accommodations:

- Performing only those parts of duties medically able.
- Duties assigned that are not part of the normal position description, but the individual is medically able to perform, such as answering the telephone.
- Performing duties through informal detail.
- Providing equipment, as well as training, not normally required to perform assigned duties.

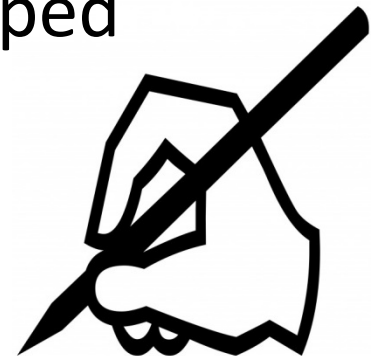
Full Regular Duty Release

- Notify the supervisor (if needed) that IW is released to work.
- Confirm with the supervisor that IW returned to work regular duty without restrictions and check to see if there are any problems.
- Notify the Field Nurse (or OWCP) immediately of the RTW, or if the IW does not immediately (next day) RTW.



Communication is the Key

- 20 CFR 10.506 allows EA to monitor the IW's medical care.
- EA should contact the physician in writing to monitor medical status and ability to RTW (Form CA-17).
- EA should contact IW at reasonable intervals for updated medical information regarding the injury.
- EA should advise OWCP that IW has stopped work and furnish all medical information obtained.



Questions

Once a case is accepted and the injured employee has not returned to full-time regular duty employment, the case is referred to QCM. The potential outcomes of QCM include all of the following except:

- a) Complete recovery with no wage loss
- b) Review the initial claim for acceptance or denial
- c) Return to modified work with the employing agency
- d) Return to work with a new employer
- e) Loss of wage-earning capacity without actual job placement
- f) Determination that the injured worker has no current wage earning capacity

Questions

The QCM process involves medical interventions such as second opinion examinations and referee medical examinations to clarify restrictions when discussing a release to suitable employment.

- a) True
- b) False

Questions

The employing agency should have a plan to return injured workers to suitable employment when appropriate. To help an injured employee return to work, the agency should:

- a) Stay in contact with the injured worker
- b) Send Form CA-17 with the injured worker to the medical appointment
- c) Advise injured worker of specific duties and physical demands when alternative positions are available
- d) Continue to monitor the medical condition of the injured worker and advise him/her of any accommodations the agency can make
- e) All of the above

Questions

If light duty work is available to an injured worker, the agency should indicate the physical requirements of that position on the left side of Form CA-17.

- a) True
- b) False

Questions

The employing agency should contact the injured employee's physician:

- a) Over the phone
- b) In writing at reasonable intervals

Take Away Tips

- 1) Once a case is accepted and the work status is anything other than return to full-time regular duty, the case is referred to QCM. Claims Examiners work with the assigned nurse to assist with coordination of medical management and to obtain a release to suitable employment when appropriate.
- 2) The employing agency should have a plan to return injured workers to suitable employment. Re-employment involves less wage loss and lower lost production days.
- 3) For common positions in the agency, have a pre-prepared CA-17 with the left side completed. The agency should make sure the physical requirements listed accurately portray the requirements of the position.

Take Away Tips

- 4) A light duty assignment is provided to injured workers to accommodate their medical restrictions. Prepare a written assignment for the injured worker. Duties must meet the physical requirements.
- 5) The employing agency should contact the physician in writing to monitor medical status and ability to return to work.
- 6) The employing agency should contact the injured worker at reasonable intervals for updated medical information regarding the injury.