

# CASE MANAGEMENT 101

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RISK, HEALTH AND SAFETY CONFERENCE

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# PRESENTERS

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# GOALS FOR TODAYS DISCUSSION

- What is Case Management?
- Types of CM in Workers  
Compensation
  - When to consider CM  
involvement
  - Cost benefit of CM
  - RTW coordination

# CASE MANAGEMENT

The nurse case manager monitors, evaluates, and coordinates the delivery of quality, cost-effective medical treatment, and other health services needed by an injured employee, and promote an appropriate, prompt return to work.

# CASE MANAGEMENT OPTIONS

## Telephonic Case

### Management

-Early Intervention  
(0-90 days)

- Medical only
- Rural Treatment
- Compliant IW

## CM OPTIONS CONT' D

CM Task Assignment - (1-2 visits  
by field CM )

- to obtain signed authorization
- Inform provider regarding modified duty availability
- to obtain a RTW release and /or Physical Capabilities
- to obtain records/MRI film
- Physical description of IW /

injury

# CM OPTIONS CONT' D

## Field Case

### Management

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Catastrophic cases

- TBI/ Head

Injury

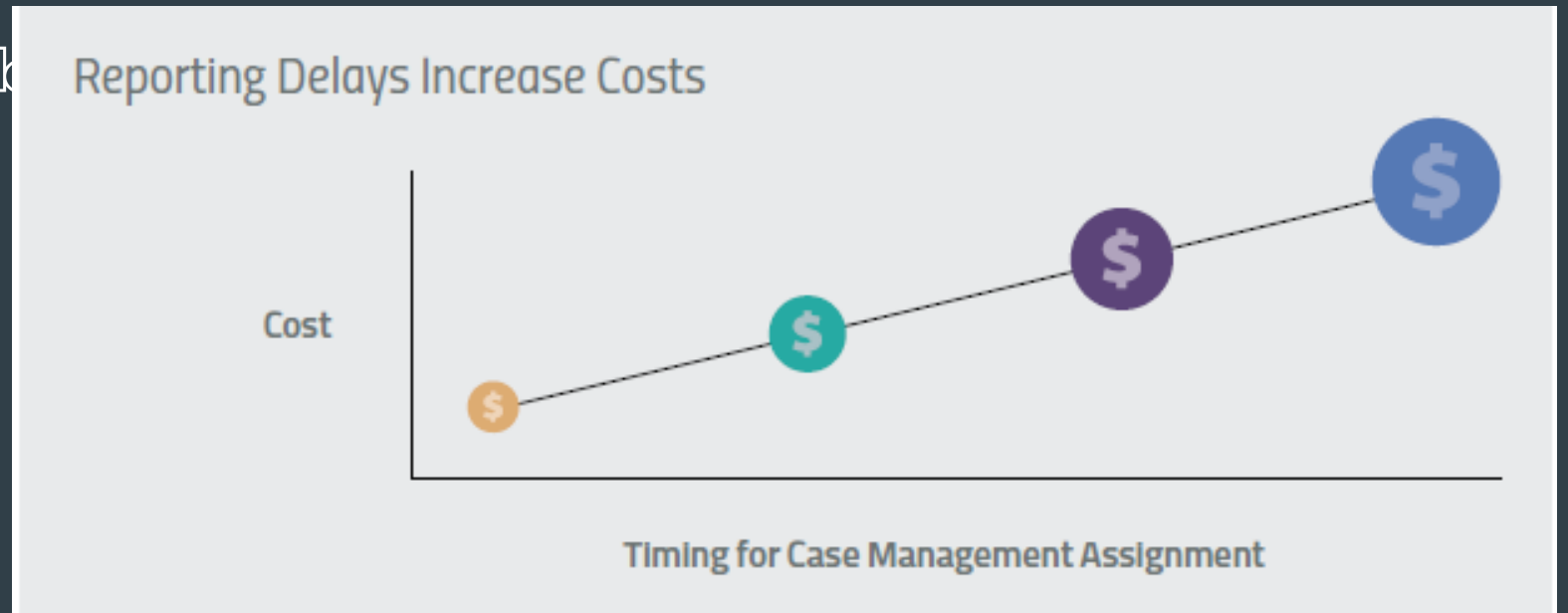
- Concussions

- Multiple diagnosis, multiple  
provider/ provider

coordination

# TIMING IS EVERYTHING

Time delays in referring a claim to case management have been found to increase medical costs by up to 60%, according to CorVel's book of





I GOT  
THIS!



# CRITERIA FOR CM REFERRAL

Lost Time

Surgery, Hospitalization, Catastrophic  
Cases

Request for or involvement in chronic  
pain program

Relatedness concerns

Treatment plan concerns

Attorney involvement on file

Multiple open work comp claims

Treatment Parameter concerns

# OTHER CONSIDERATION S

## CONT' D

Employee has co-morbidities.

Request for referral to specialist

Request for FROI with chiropractor listed  
as treating provider

Request to change providers

Claims request for assistance in  
obtaining medical records

**UPFRONT  
COSTS CAN  
YIELD  
LONG-TERM  
SAVINGS .**

Effective CM can efficiently navigate care.

- Help to avoid additional doctors' visits, medical interventions and prescriptions that may arise later in the claims process but are not obvious during the initial stages after a workplace injury has occurred.

- Up-to-the-minute, comprehensive



# SIGNIFICANT COST SAVINGS

## Case Management in Numbers

Workers' compensation claims that utilized early intervention demonstrated the following results compared to claims that did not engage proactive medical management.



Source: NCCI Study, 2012

## 4 POINT CONTACT

CM contact with the following parties to coordinate treatment and RTW

- Injured worker
- Adjuster
- Employer
- Provider

# EMPLOYER /CM COORDINATION

- Contact- Local vs Corporate
- Regular job description/  
physical capabilities
- Availability of modified  
duty/modified hours
- Communication with  
EE/consistency

**GREAT  
BALANCE !**





# TOOLS FOR RTW

Physical capabilities form

List of LD jobs

IW/ Employer light duty

signature form

Alternative light duty program

# WI PARTICULAR S

Attorney involvement

IW choice for provider-1<sup>st</sup>.2<sup>nd</sup>  
choice.

Employer cannot direct

IME's. Treating MD's

# SUCCESS STORIES

LET  
CORVEL  
HELP YOU  
OUT SAFELY



QUESTIONS  
?

THANK YOU