Case Management Perspectives

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Disability Management Insights™
Communication

♦ “The hills are alive with the sound of music.”

♦ “It may, however, be noted that the alpine geophysical formations co-exist in an organically viable state in conjunction with rhythmic tonal variations.”
Case Management: What’s In It For Me?

- Employers
- Employees
- Labor Unions
- Medical Providers
- Insurance / TPA Providers
- Rehabilitation Providers
- Legal Counsel
Industry Models

♦ Internal Industrial Case Management
♦ “Carve Out” Experience
♦ 1. Education
♦ 2. Safety & Prevention
♦ 3. Early Intervention
♦ 4. Case Management
♦ 5. Early RTW
♦ 6. Facilitation & Coordination

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Employee Occupational Health

- Employer-Based
- Health Care Industry
- Consistent Injury Response
- Coordination of Medical Issues
- Oversight of Claims Issues
- Occupational Health Nurse: Gatekeeper

Appropriate Medical Care, Claims Management, and Benefit Provision with Healing, Recovery & Return To Work
“Carve-Out” Experience
Labor Code §3201.5

- Alternative Dispute Resolution Program
- Agreed List of Medical Providers
- Agreed and limited list of QME’s
- Joint Labor Management Safety Committee
- Light-duty, Modified Job or RTW Program
- Agreed List of Vocational Rehab Counselors
- Ombudsperson: Gatekeeper
- Collective Bargaining Agreement
Proactive Model Advantages

- Optimal Access to Medical Care
- Improved Communication Between all Parties
- Optimal Access to Benefit Delivery
- Safety & Prevention Strategies
- Light Duty/Modified Alternate Work
- Parties Continue Working Relationships
- Injured Worker’s Welfare and Recovery Priority
- Efficient Delivery System
- Issues Addressed Quickly & Costs Reduced
Occupational Disability Management

Proactive Response to Injury and Disability

- Joint Labor-Management Initiatives
- Communication
- Safety & Prevention
- Education
- Early Intervention
- Gatekeeper
- Case Management
- Early RTW Programs
Why Favorable Results?

- Disputes Resolved Early, or Before Arising
- Fewer Delays in Medical Care and Benefits
- Early RTW Programs
- Information & Assistance Throughout
- Non-Adversarial Environment
- Quicker resolution of claims
- Efficient & Comprehensive
- Incorporates Safety & Prevention
- Employee Service Focus