

Telephonic case management

Certain medical conditions and claim characteristics can increase medical costs if not addressed early. Engaging our telephonic nurse case managers helps mitigate costs and ensures appropriate care for injured employees.

Controlling claim costs from the start

Sedgwick's telephonic case management program ensures treatment is medically appropriate, necessary and successful at moving the injured employee down the path of recovery. Our experienced nurse case managers are highly skilled in monitoring and consulting to guide occupational injury care. Our nurses identify comorbidities and work alongside the claims examiners to deploy specific strategies to mitigate costs and promote safe, appropriate care and activity for each injured employee based on their situation.

Using our extensive claims database, we have developed a combination of complex claims indicators that identify claims that would benefit from case management. Claims data is continuously evaluated to identify claims that meet one of many combinations. Key factors incorporated into the model include age, location, comorbidities and diagnosis. When a claim is identified for telephonic case management services, the system triggers a referral. A nurse reviews and validates each claim that is referred before it is assigned, resulting in more accurate assignments, which can directly impact claims costs.

The case manager makes the initial contact with the treating physician, employer, claims examiner and injured employee. The nurse completes an assessment during the initial call with the employee and obtains information such as health status, medical history, diagnosis and next appointment date, and confirms medication knowledge and adherence.

The nurse case manager develops a plan in collaboration with the examiner, injured employee, provider and employer, and negotiates the return to work process with the provider and employer. Our case managers use clinical decision support tools such as state mandated medical treatment guidelines and the Official Disability Guidelines.

When surgery is needed, our telephonic nurse case managers will refer employees to our surgery nurse services. A surgery nurse will engage the employee using a pre-habilitation/rehabilitation

model designed to prepare the mind and body before surgery to significantly improve the surgery outcome and recovery. The model includes an assessment of the employee's health literacy, health education regarding their surgery, and resources that keep them engaged before and after surgery.

We are here to help

From referral to file closure, our team ensures the correct resources are allocated to each claim. Our nurse case managers work closely with other talented colleagues in claims and managed care, as well as experienced behavioral health specialists, vocational rehabilitation specialists and pharmacists, all with a common goal – helping injured employees return to work as quickly and safely as possible. Our model ensures that we provide all the right resources, at the right time, and based on individual claim and case management needs.

Integrated managed care services

Our nurse case management services are part of our integrated managed care solutions. Our comprehensive program also includes clinical consultation/nurse triage at the time of injury, bill review, utilization review, specialty networks, complex pharmacy management, field case management, return to work programs, behavioral health and action-oriented reporting.

To learn more about our telephonic case management services, contact:

P. 800.625.6588 **E.** sedgwick@sedgwick.com

To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)