

## 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.*

### Guiding the recovery process

Our 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.

### Advantages

- Our proprietary decision optimization software more accurately identifies claims that would benefit from case management intervention and will automatically alert the examiner
- The case manager will develop a plan in collaboration with the examiner, injured employee, provider and employer
- Case managers make referral recommendations and engage with other managed care colleagues including field case managers, behavioral health and return to work specialists, and pharmacists
- Our clinical resources can integrate with a client's existing disability program or other absence/leave processes, ensuring a streamlined approach

- When surgery is needed, a specialized surgery nurse engages the employee using a pre-habilitation/rehabilitation model, conducts a health literacy assessment, provides lessons to improve physical strength, nutrition and well-being, and monitors the employee before and after surgery; this model has been proven to significantly improve surgery outcomes and recovery

#### OUR TELEPHONIC CASE MANAGEMENT SERVICE RESULTS

**\$7,500**

average indemnity  
savings per case

**22%**

decrease in  
lost time days\*

**14%**

lower average  
medical incurred

**6:1**

net return on  
investment

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

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*\*when engaged within the first 30 days of the injury*