

# Field case management

For many types of injuries and illnesses, providing nurse case management services face-to-face can help ensure the best possible outcomes. Our national field case management network offers quality control for clients, streamlines medical care for injured employees and reduces the total cost of risk.

Sedgwick's field case managers attend on-site visits to address concerns and communication issues between providers, employees and employers, complete return to work (RTW) assessments, discuss treatment and disability guidelines with providers, and assist with healing delays. They accompany the injured employee to medical appointments and discuss RTW strategies with the provider based on the employee's functional ability. This in-person collaborative approach leads to the development of reasonable recovery goals, more effective treatment plans and faster RTW.

## Value and quality

The key advantages of our field case management (FCM) services include:

- Every referral is triaged by clinical experts to ensure the correct and most cost-effective assignment, such as the evaluation of a task versus full field assignment
- Critical medical treatment cases are referred to physicians in our quality provider network for optimal claims outcomes, and we use client-selected specialty networks for other treatment requirements such as physical therapy and home healthcare
- Files open for full FCM for more than 120 days are evaluated quarterly for transition to a task assignment or telephonic case management, ensuring the most appropriate resource is assigned
- Our diligent oversight of service expectations and quality processes have increased our quality scores by double-digits
- Cases are assigned to local nurses with the highest scores; each FCM assignment is graded and scored by Sedgwick, allowing us to identify and utilize top performers in the industry

## One network, one system

Sedgwick offers the largest and most reliable national FCM network with 2,500+ field case managers nationwide. Our network covers every state, which reduces travel, and saves time and overall cost. We have a diverse network of bilingual nurses, which allows us to provide assistance in nine different languages.

Our program provides nurse case managers, medical providers, claims examiners and clients with all the tools and information they need at their fingertips. All of our case managers have access to our examiners' notes and can enter their own notes in one system, offering timely data access and connectivity.

Several aspects of our approach ensure quality services for clients:

- Electronic, secure transmission of medical records safeguards protected health information
- Our claims management software allows for easy electronic FCM referral and assignments are electronically confirmed within 24 hours
- Outcomes reporting is standardized for uniform metrics and trends
- Electronic billing, file activities and closures are continually monitored for accuracy and compliance with efficiency requirements
- 24/7 access to a crisis care hotline for workplace violence and catastrophic events as well as urgent FCM referrals
- A crisis care nurse assesses the situation, including the needs of the injured workers, their families, affected coworkers and the employer, and deploys the appropriate resources, including mental health experts, case managers, physician advisors and specialized medical equipment experts



## Our focus

Sedgwick is committed to helping clients maximize the value of their employee care programs, and we continue to look for ways to further enhance our services and provide added benefits. We are focused on ensuring quality services and cost control for clients through cutting-edge programs like our field case management network.

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

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

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