



field case management



Sedgwick's national field case management network is the first of its kind in the industry. One network. One system. Consistent, high-quality services.

Our field case management network is designed to provide quality control and efficiency for clients, streamline medical care for injured employees and reduce the total cost of risk.

We have the largest and most geographically dispersed network in the industry. Our oversight of vendor partners eliminates the need to individually supervise multiple vendors while offering the best possible geographic coverage. Our network covers every state and includes 3000+ field case managers nationwide. Sedgwick offers a diverse network of bilingual nurses, which allows us to provide assistance in nine different languages.

Field case managers help with concerns such as communication issues between providers, employees and employers; complete return to work (RTW) assessments and ergonomic evaluations; discuss treatment or disability guidelines with providers; and assist with healing delays. They can accompany the injured employee to medical appointments and discuss RTW strategies with the provider based on the functional ability of the employee. This collaborative approach between the nurse case manager, client, employee and treating physician often leads to the development of reasonable recovery goals and faster RTW.

Field case managers assist with short- and long-term assignments depending on the needs of each case. Task assignments address specific goals agreed upon between the client and claims examiner. Dedicated Sedgwick colleagues with field case management expertise are available to assist with referrals and problematic cases.

Quality performance and outcomes

We monitor field case management performance, and all of the nurses in our network must adhere to our quality standards and delivery expectations.

The key advantages of our services include:

- Supervisor scorecard evaluations are completed on 100% of the files, allowing us to identify and utilize top performers in the industry – aggressive, proactive and knowledgeable field case managers
- Vendors are held to specific service expectations in accordance with both Sedgwick and industry-wide best practices
 - Our service expectations and performance guarantees apply across all vendors in the network; licensure, credentialing, state regulations, insurance requirements and URAC accreditations are upheld by all vendors
 - Due to our diligent oversight of service expectations and quality processes, vendors have reported increased quality in their field case management service offerings; we have seen double-digit audit score increases in the past four years since program inception
- Consistent and tangible quality – Compliance with service expectations and audit criteria exceeds 94%; exhaustive nurse supervisor training drives visible quality assurance, with supervisory audits maintaining less than a 2% variance from internal auditor scores



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- Clients are assured that field case managers will be deployed and will complete referrals within a guaranteed timeframe; in specific catastrophic situations, case management staff will also be deployed within a guaranteed timeframe with the use of an expanded specialty nurse network
- We refer critical medical treatment 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

One network, one system

Sedgwick has built a program that provides nurse case managers, medical providers, claims examiners and clients with all the tools and information they need at their fingertips.

Our field case management system is fully integrated into Sedgwick's proprietary claims management system. All of our case managers have access to our examiners' notes and can enter their own notes via an interface offering timely data access and connectivity. There are several advantages to this approach including:

- Our single network facilitates critical medical treatment referrals to benchmarked providers for optimal claims outcomes
- A "click to refer" functionality offers quick access for examiners to make case management referrals
- Case manager notes are automatically added to our system providing timely information for examiners including aggressive action plans and RTW releases; and ensuring prompt bill payment
- An electronic interface helps ensure that personal employee health information is properly protected and transmitted directly to a team of referral specialists and the assigned field case manager

In addition, our centralized data source offers clients and colleagues key benefits including:

- File tracking and reporting options are readily accessible to show the benefits of all field case management services (RTW percentages, maximum medical improvement, cost savings) when all referrals are within the same network; there is no need for multiple vendor reports to collect and analyze data
- Data and metrics are available for all clients to address trending and assess future needs that are standardized and based on accepted, network-wide methods of data recording

Internal, objective oversight

Our expert file review process ensures consistent, objective program oversight. We conduct quarterly reviews of all full field files that remain open for more than 120 days to ensure the action plan is progressing appropriately and validate the need for an appropriate level of continued full field services. These reviews also reduce case management spend and eliminate unnecessary services.

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.

Contact Sedgwick today to learn more about our field case management services.

800-625-6588

Sedgwick@sedgwick.com

www.sedgwick.com