



telephonic case management



Sedgwick's telephonic nurse case managers work with employers, providers, and members of our claims and managed care teams to help injured employees return to work as quickly and safely as possible.

Controlling claim costs from the start

Sedgwick's telephonic case management program includes a collaborative process that begins with the first notice of injury. Our experienced nurse case managers are highly skilled in monitoring and consulting to guide occupational injury care and they access guidelines to manage treatment utilization. They consistently speed recovery and facilitate a safe return to work. Our nurses document comorbidities and work alongside the claims examiners to deploy specific strategies to mitigate cost and promote safe, appropriate care and activity for each injured employee based on their situation.

From referral to file closure, our team ensures the correct resources are allocated to each claim. Claims are identified for telephonic case management through a list of predetermined indicators that can increase costs if not addressed early in the claims management process. The cost indicators were created by identifying data patterns associated with complex claims through the analysis of Sedgwick's vast claims database. Our experience shows that assigning a nurse early based on complex claim development indicators fosters shorter durations of case management and earlier claim closure.

The telephonic case manager makes the initial contact with the treating physician, employer, claims examiner and injured employee. An assessment is completed during the initial contact with the employee. The case manager obtains information such as health status, past medical history, diagnosis and next appointment date; and confirms medication knowledge and adherence. During the call, the case manager also determines short- and long-term goals that are measurable based on the employee's needs. The goals are reviewed and updated as the condition changes and include timeframes for achievement.

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 engage injured employees with prehabilitation via cutting-edge technology. Using their computer or mobile device, the employee will receive brief daily lessons carefully selected to improve preoperative physical strength, nutrition



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and wellbeing for a better recovery. The daily guidance continues after surgery to support post-op recovery efforts. Movements such as steps and range of motion are measured to help track the employee's progress.

Sedgwick's nurse case managers work closely with our other talented colleagues who have various claims and managed care responsibilities, and they all have a common goal – helping injured employees return to work as quickly and safely as possible.

Integrated managed care services

Our nurse case management services are part of our integrated managed care solutions. Our comprehensive program also includes clinical consultation with self-care, telemedicine and in-person care treatment options, bill review, utilization review, specialty networks, complex pharmacy management, field case management, return to work programs and action-oriented reporting.

Sedgwick's flexible managed care program offers a data-driven, clinically-focused method that provides customers with options to help control medical costs. It includes a provider benchmarking program, integration of health and wellness data, referrals during the claims process, and a national approach to utilization review and clinical management.

Contact Sedgwick today to learn more about our telephonic case management services and other managed care solutions.

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