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.

The Sedgwick field case management network was co-created with industry leaders, and is designed to provide quality control and efficiency for clients, streamline care for injured employees and reduce the total cost of risk. Our network includes the largest coverage area with the most experienced team available in the industry supported by dedicated local and national management resources.

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 JURIS®, Sedgwick’s proprietary claims management system. All of our case managers have access to examiners’ notes and can enter their own notes via an interface offering timely data access and connectivity. There are several advantages to this approach:

• Our single network facilitates critical medical treatment referrals to benchmarked providers for optimal claims outcomes
• Client-specific business rules determine appropriate clinical resource engagement at the proper time in the life of a claim
• “Click to refer” functionality offers quick access for claims examiners to make case management referrals
• Automation of case manager notes into JURIS ensures timely information for examiners, including aggressive action plans and return to work releases, as well as electronic billing efficiency for prompt bill payments
• Industry-differentiated, flat-rated task assignments provide a predictable cost for the specific completion of required activities, such as clinical and transferrable skills assessments, ergonomic evaluations, return to work field assessments and employability determinations
• Electronic, secure transmission of medical records managed within one network safeguards injured employees’ protected health information
• Eliminates the need for manual, pass-through program handling

Delivering consistent, high-quality services nationwide
All nurse case managers in Sedgwick’s network must adhere to our high standards of quality. They are monitored and measured against Sedgwick’s quality standards using our five-star benchmarking system.
Field case managers can assist with concerns such as communication issues between providers, employees and employers; provide clarification on return to work plans; discuss treatment or disability guidelines with providers; and assist with healing delays.

With our extensive network, clients are assured that field case managers will be deployed and will complete referrals within a guaranteed timeframe. For specific catastrophic situations, case management staff will also be deployed within a guaranteed timeframe with the use of an expanded specialty nurse network.

Our field case management network is synchronized with our quality provider network, referring critical medical treatment to benchmarked providers for optimal claims outcomes. Additionally, incorporated into the fully integrated program is the utilization of client-selected specialty networks for other treatment requirements, such as physical therapy and home health care.

**A wealth of managed care solutions – all under one roof**

Our flexible model provides a data-driven, clinically-focused method to help employers manage key medical aspects of each claim. Additional managed care services available through Sedgwick include:

**Employee care solutions**
- 24/7 clinical consultation
- Utilization review
- Telephonic and strategic case management
- Return-to-work programs
- Physician advisor/peer review
- Catastrophic care management

**Review and support solutions**
- National provider benchmarking
- Medical networks
  - Outcomes, quality-based network
  - PPO, MCO, MPN and HCN
- Specialty networks
  - Pharmacy benefit management
  - Medical equipment and supplies
  - Physical medicine and rehabilitation
  - High-end radiology and diagnostics
  - Home health
  - Transportation
  - Translation

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 Sedgwick field case management network.

**Contact Sedgwick today to learn more about our field case management services and other health-focused managed care solutions.**

800-625-6588
EmployeeCare@sedgwick.com
www.sedgwick.com