Don’t let a few complex injuries adversely affect your workers’ compensation costs. Our nurse case managers apply their years of expertise and work with you to analyze your claims and deliver better outcomes.

At CareWorks Managed Care Services, our approach is to quickly flag injuries with the potential for high costs and long claim durations, and then ensure those injuries are handled effectively to:

• Identify the right treatment at the right time
• Facilitate return-to-work
• Reduce medical and indemnity costs
• Limit the impact of worker injuries on your business

A PARTNERSHIP APPROACH
Our experienced nurse case managers understand the triggers for difficult claims, such as complicated medical conditions, extended lost time, opioid use, and repeat injuries. They partner with each client to review claims history and data and apply their expertise to your claims. Together we will develop parameters that target the most potentially troublesome claims. This helps adjusters recognize claims that will benefit from case management before they spiral out of control. It also creates an efficient process for utilizing case management.

Our approach ensures that case management resources are applied to claims where it will truly help shorten durations and provide savings. Because case managers speak the doctors’ language they can partner with providers to help guide care and ensure it is focused on returning the injured worker to productive status.
FOUR KEY BENEFITS OF CASE MANAGEMENT
Case management offers four key benefits to employers and injured workers. A nurse case manager can help to:
• Prevent “injury creep” by ensuring medical treatment focuses on compensable work-related injuries.
• Assist injured workers in navigating the complex medical and workers’ compensation arenas and, speeding access to treatment, recovery and return to work.
• Assist claims adjusters in understanding the medical aspects of the claim so they can manage the claim effectively.
• Evaluate all treatment and provider options and guide the injured worker to the most appropriate and cost effective solution, such as home-based care, physical therapy, or rehab center instead of a hospital.

A TIERED APPROACH DRIVES APPROPRIATE INTERVENTION
Early and targeted intervention is essential for better control of workers’ compensation claim costs and outcomes. Our tiered solution ensures that we target the appropriate intervention to drive the most effective use of resources and the best outcome for everyone.

Telephonic case management offers regular contacts with the injured worker, provider, worksite, and adjuster. It is the most cost effective means of assuring proper medical care coordination.

Telephonic + Task FIELD case management is used when a targeted and limited face-to-face intervention is needed with the injured worker and/or provider.

Our case managers reduced the average disability period by 44.3 days, which is 66% less than the ODG projection.

MEASURING OUR VALUE
Case management makes a difference. In a comparison of injuries receiving case management versus those without case management, we found that our case managers reduced the average disability period by 44.3 days, which is 66% less than the ODG projection. Getting injured workers back on the job saves you money and keeps your workforce productive.

Our Comprehensive Services
CareWorks delivers the widest array of services, customizable to fit each client.

- Multiple, tiered, global and specialty PPO networks
- Client and state-specific network
- Multiple out-of-network specialty review groups, including binding out-of-network negotiations
- Online adjuster approval of bills
- Flexible auto-approval options
- Private labeling
- Time-saving electronic options, including:
  - Data capture and indexing
  - Image and e-bill receipt
  - Extensive reporting tools
  - Automated payment capabilities

About CareWorks
CareWorks’ national, custom managed care solutions include bill review, a national PPO network, case management, utilization review, IME, and ancillary services. We leverage technology and data analytics to improve outcomes and deliver superior results for our customers.

CareWorks...Making Managed Care Work.

Get in touch
To learn more about how CareWorks can impact your program, please contact us.

855.366.6789
cm.sales@careworksmcs.com