



## Case management

*Certain medical conditions and claim characteristics can increase medical costs if not addressed early. Engaging our nurse case managers helps control costs and ensures injured employees receive the care they need.*

### Coordinating care

Our nurse case managers are highly skilled in monitoring and consulting to guide occupational injury care. Our team identifies comorbidities and coordinates with claims examiners to deploy specific strategies to mitigate costs and promote safe, appropriate care and activity based on the employee's situation. Whether it's a single task assignment, full field case management on a complex case, or anything in between, our case managers partner with clients to provide the right level of support.

**Telephonic** — Our telephonic case managers work closely with the injured employee, treating physician, employer and examiner to ensure the appropriate medical options are utilized. This is the most cost-effective means of assuring proper medical care and coordination.

**Task assignment** — When a targeted, limited face-to-face intervention is needed with the injured employee or the provider, our experienced case managers offer the necessary support to keep claims on track.

**Field** — Our field case managers assist with cases that are more complex and require direct contact with the employee, medical providers and employer. Our experienced team ensures each case receives the right medical management and that all parties involved have a full understanding of the employee's progress.

### Benefits

Our case management services ensure treatment is medically appropriate, necessary and successful at moving the injured employee down the path of recovery. By efficiently assessing each condition, we help injured employees get back to health, work and productivity sooner. We deliver real results by:

- Coordinating appropriate medical treatment
- Identifying barriers to recovery and implementing solutions
- Promoting a prompt return to work
- Building meaningful relationships with all parties
- Helping control claim costs
- Presenting risk prevention opportunities

### About Careworks

At the heart of any organization are its people. When one of your employees is out of work for illness or injury, Careworks is there, ready to help them on their return to health, work and productivity. By providing the right care and coordination solutions — from clinical case management to networks and support — along with the best treatment and cost oversight, we're driving better outcomes for your injured workers. And that means better outcomes for you.

*To learn more about our managed care solutions, visit [CAREWORKS.COM](https://www.careworks.com)*