

The Private Sector Experience

Early Intervention and Case Management

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What is Case Management?

“Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to facilitate an individual’s and family’s comprehensive health needs through communication and available resources to promote quality cost effective outcomes.”

Case Management Society of America – 2010

Telephonic Case Management (TCM)

early intervention
during first 60-90 days
following injury

Field Case Management (FCM)

complex cases
involving face-to-face
intervention

Why Case Management?

- ❖ Facilitate maximum recovery from injury/disability
- ❖ Coordinate expedient and safe return to work, decreasing medical and disability costs
- ❖ Objectively document the current functioning level



Benefits of Case Management

Provides timely coordination of quality healthcare services in a cost-effective manner

- ❖ Evaluate appropriateness of care
- ❖ Maximize return-to-work potential
- ❖ Facilitate claimant communication and education
- ❖ Liaison to all parties
- ❖ Promote positive outcomes

How Does Case Management Work?

Triage and Predictive Modeling

- ❖ **Initial assessment**
 - ❖ 1-4 point contact
 - ❖ RTW and treatment benchmarking
 - ❖ Comparison of treatment plan to evidence-based guidelines
- ❖ **Development and implementation of case management plan**
 - ❖ Medical care coordination
 - ❖ Coordinate appointments with health care providers
 - ❖ Assess need for other managed care services
 - ❖ Physician advisor consultation
 - ❖ RTW planning

Referral Triggers

- ❖ Predicted risk
- ❖ Treatment indicators
- ❖ Behavioral/social indicators
- ❖ Employment/financial indicators
- ❖ Claim indicators
- ❖ Task assignment

Medical CM

- ❖ Traditional CM will be involved in medically managing the clinical information and in some business sectors 'controlling' treatment
- ❖ Early Intervention clinical review goal is to validate a diagnosis by clinical documentation (*examinations, laboratory or other diagnostic testing*); Confirm Restrictions and Limitations (*R&Ls*); Compare R&Ls to requirements of own job; Move client towards Return to Work (*RTW*)

Vocational Case Management

What is Vocational CM?

Vocational Case Management Services are provided to ill/injured employees unable to return to work with their original employer. The goal is to help disabled workers attain sufficient work skills to compete successfully in the labor market and to return to suitable, gainful employment.

Why Vocational Case Management?

- ❖ **Reduction in disability & wage replacement benefits**
- ❖ **Returning employee to gainful employment**
- ❖ **Document job availability and/or employability**

Vocational Services

- ❖ Vocational assessment
- ❖ Transferable skills analysis
- ❖ Job goal development
- ❖ Labor market survey
- ❖ Job-seeking skills training
- ❖ Job placement
- ❖ Document job availability and/or employability
- ❖ Rehabilitation plan development
- ❖ Education assistance
- ❖ Earning capacity assessment
- ❖ Expert testimony

Why Employer Services?

Physical Demands Analysis:

- ❖ ADA-compliant job descriptions
- ❖ Provide job documentation for claims handling
- ❖ Decrease overall claim costs
- ❖ Return employees to work
- ❖ Reduce duration of claim
- ❖ Ensure legal defensibility

Ergonomics:

- ❖ Prevent/reduce repetitive stress injuries
- ❖ Increase productivity
- ❖ Decrease LOA
- ❖ Reduce physical demands or posture hazards
- ❖ Provide Accommodation
- ❖ Return employees to work

Physical Demands Analysis

Physical Demands Analysis provides a biomechanical description of the essential functions of a job and the physical demands required to perform them.

- ❖ **Define the essential functions in an ADA-compliant fashion**
- ❖ **Identify and quantify tasks to perform essential functions**
- ❖ **Match the physical abilities of employees with job demands**
- ❖ **Facilitate consistency of treatment and decrease over-utilization**
- ❖ **Change the focus from MMI to RTW**

Targeted CM and Potential Barriers

Target

- ❖ Appropriate test population for case management
- ❖ Setting expectations and analytics
- ❖ Early Intervention timeline

Barriers

- ❖ Appropriately trained staff
- ❖ Economics