

# Telephonic Case Management Specialty Services & Task Assignments

## Broaden the scope of services performed by your telephonic case manager

We recognize that not every claim requires ongoing case management. Some claims, however, may benefit from the expertise of a specialty nurse or limited assignment for a “light touch” of a telephonic case manager. Traditional telephonic case management (TCM) typically involves a formalized program that may include risk modeling or specific mandated triggers for ongoing medical management. We also offer access to both standard tasks services as well as specialty interventions for those non-traditional users of TCM. Benefits include:

- Specialty trained nurses available as dedicated resources or limited task assignments
- Transparent flat-rated fees to control costs for limited task assignments
- No commitment to traditional telephonic case management services or large volume



## Specialty Services

### RxRN

RxRN is a dedicated TCM resource who is specially trained in pharmacy management. The RxRN focuses on claims that are at risk due to emerging and complex pharmacy utilization. Primary objectives:

- Patient safety
- Patient education
- Provider outreach to ensure pharmacy utilization is medically appropriate and supports a timely medical recovery
- May be integrated with PBM program
- Automated alerts to trigger referrals from First Script PBM

### Injury Advocate

Injury Advocate provides support to injured employee through early outreach to offer support and ensure employee is satisfied with current medical care.

- Escalates issues to appropriate claims contact
- Assists injured worker in navigating in medical concerns or provider access
- Offers support and basic education on diagnosis
- Identifies and recommends need for additional intervention

### Coventry Care @Work

An Occupational Health Nurse (OHN) who offers clinical expertise across multiple functions. They also leverage clinical resources and analytic tools to manage and measure program impact. Services include:

- Health and wellness education and coaching
- Injury prevention and first aid
- Biometrics and coordination of immunizations and health screenings
- Nurse triage
- Case Management

### Return-to-Work Coordinator

Return-to-Work (RTW) Coordinators have reduced lost time days by 43%. They help to:

- Ensure early, safe and sustained RTW
- Minimize workload impacts on co-workers
- Minimize lost time for injured workers and prevent the loss of productivity
- Lower medical and indemnity costs
- Improve employee satisfaction
- Support the recovery of temporarily impaired employees while allowing them to remain productive
- Assist employers in identifying potential ergonomic issues



## Task Assignments

### RxRN Task

Task referrals based on alerts (MED>90), other red flags, or per adjuster requests including:

- Making outreach to provider
- Injured Worker education and coaching
- Follow up to validate provider makes agreed upon changes
- Closing the loop with the PBM or adjuster
- Up to 60 days management and then converted to TCM hourly billing

### Wellness Check Task

Wellness checks are suitable for long term, Permanent/Total, CAT, lifetime medical claims. Services include:

- Outreach to injured worker to confirm and assess current status and to determine if all medical needs are met
- Verify date of last medical maintenance visit and any future visits
- Summary of findings and any recommendations

### Discharge Planning Task

We provide telephonic coordination of discharge needs including:

- Durable medical, home health care, physical therapy or other ancillary service
- Referred when adjuster needs post-surgical discharge needs coordinated

### Telephonic Medical RN Assessment

Consider this task for claims where there are barriers (either with the IW or provider) but full Telephonic Case Management (TCM) may or may not be indicated.

- Initial interview with injured worker to assess current medical status, co-morbidities, psychosocial factors, and educational needs
- Review of available medical records to determine diagnosis and treatment plan
- Outreach to provider for additional info if needed
- Review of treatment guidelines
- Provide report outlining RN assessment, diagnosis, treatment plan, treatment guideline benchmarks, and recommendations need for additional intervention

### Surgical Liaison Task

These referrals should take place as soon as there is knowledge of a surgical procedure. Services include:

- Telephonic outreach to the injured worker to establish rapport and offer support
- Education on primary diagnosis, recommended surgery
- Education and coaching on comorbid conditions that may impact recovery
- Completion of a transitions of care assessment
- Coordination of surgery date/location
- Coordination of discharge needs including DME, medications, home health
- Telephonic follow-up and scheduling of first follow-up appointment