

Telephonic Case Management



Telephonic Case Management (TCM)

What is it?

Coventry Workers' Comp Services is capable of implementing a comprehensive managed care program in cooperation with our customers that utilizes effective Telephonic Case Management (TCM) strategies. The Telephonic Case Management process can start as early as the first notice of injury or loss, and within the framework of medical and disability management, manages and controls costs on each case until return to work or case resolution has been achieved. The goals of TCM are to ensure an appropriate treatment plan is implemented and a safe, early return to work plan achieved through effective negotiations with the provider, employer, and injured worker. Because we have experience in working with all component pieces of the workers' compensation and disability management services spectrum, our customers consistently obtain timely and effective outcomes.

When to Use Telephonic Case Management

Included but not limited to:

- All lost time claims whether assessed on initial claim capture or if medical only converts to lost time
- Medical only claims that have pending surgeries indicating likely future lost time
- Medical only claims with multiple diagnoses
- Injured Worker with multiple claims with same employer
- Injured worker with multiple providers
- Pre-existing conditions complicating recovery
- Repetitive trauma
- Joint injuries
- Fractures
- Re-injury of same body part
- History of previous industrial injury (prior claims that are settled)
- Injury that occurs in injured worker's first 90 days of employment
- Non-compliant injured worker
- Diagnostic referrals
- PT/OT/Chiro referrals
- Specialist referral
- Attorney involvement

About Coventry Telephonic Case Managers

All nurse case managers hold a minimum RN or LPN degree, and many have BSN and additional advanced degrees and certifications, with varied clinical experience in both hospital and outpatient treatment settings. Our leadership team comprised of operations director, manager, and case management specialist all hold CCM certification.

The Coventry Difference

- Integration with other Coventry products and services ensures our clients receive the right service at the right time on their claims
- Flexibility in TCM program models ranging from Early Intervention to post MMI or Lifetime Medical claims
- Superior technology supports the most complex customer feed and data requirements
- Robust data platform meets all current and anticipated customer and state reporting requirements
- Dedicated team ensures a timely implementation of client accounts
- Embedded Utilization Review ensures oversight of treatment plan and is included in the TCM charge
- The Utilization Review process adheres to all state and URAC requirements
- Dedicated training, quality and preceptor programs to ensure that our staff is equipped to handle the most demanding requirements
- Nurse Case Manager turnover rate is significantly lower than current industry rates

Why Coventry?

- Experience, flexibility, and willingness to design a program that will meet the business and financial goals of the customer
- Quality assurance conducted on a prospective basis with statistically valid sampling performed on all nursing staff
- Adheres to established and statutory Best Practice Standards in all Utilization Review and Disability Management processes
- Sophisticated Telephonic Case Management platform with dedicated support and framework designed to meet all regulatory and customer data requirements
- URAC certified for Utilization Management
- Comprehensive reports
- Enhanced oversight on all cases
- National coverage from six strategically located service centers
- Proven Early Intervention results show reduced managed care costs and increased savings
- Easy referral process: phone, fax, e-mail/Web

More Information?

e-mail | referralsonline@cvty.com

www.coventrycaremanagement.com



Visionary Technology: That's Advancer™

Best practices require the telephonic case manager to initiate a three/four point contact within 24 hours to evaluate and manage the medical and disability status. Coventry Workers' Comp Services' proprietary Case Management system, Advancer, facilitates oversight and measurement of this important early intervention process requirement.

Our TCM team focuses on achieving the best outcome on a case-by-case basis. Advancer™ presents to the case manager the optimum length of disability guideline based on the type of injury/illness. Advancer's supervisor toolkit includes "search and rescue" features that facilitate preemptive coaching by targeting cases that are at risk to exceed the optimum return to work date. The ability to identify and apply expert intervention at point and time of need ensure that the employer's commitment to accommodating the earliest safe return to work is fully utilized.

The telephonic case manager will also document and evaluate all medical requests according to URAC processes or state mandated; whichever is more stringent. We refer to this as embedded Utilization Review and there is no separate charge for this service.

Advancer transmits treatment plans, including authorization or non-authorization of treatment, to our medical bill review system to support accurate re-pricing.

Advancer Integration Points

- Field Case Management services
- Utilization Review services
- Physician Advisor Review services
- Networks
- Provider Bill Review
- Customer feeds – claim load and note transmissions

Coventry Telephonic Case Management.
Ensuring appropriate treatment and return to work plans through effective negotiations with the provider, employer, and injured worker.

Key Terms for TCM

Guidelines. Nationally recognized, evidence based guideline criteria referenced for appropriateness of treatment plan and disability management benchmarks.

Treatment plan. Medical services requested by a provider with the goal of resolving the injury.

Disability Management. The TCM works with the provider, employer and injured worker to identify a RTW plan, modified duty availability and ensuring restrictions are adhered to.

Early Intervention. The earlier a claim is received for TCM assignment, Early Intervention Program results reflect shorter case duration, lower managed care costs and achieve higher savings.

Best Practice. We adhere to documented standards for managing the telephonic case management process that ensures consistency and high quality case management services

URAC. Utilization Review Accreditation Commission is the premier national accreditation organization for the entire case management continuum.