

## **CASE MANAGEMENT OPTIONS**

WORKFIRST provides injury management reports at no charge to keep you informed about your injured employees' treatment and return-to-work plans. These reports help employers facilitate case resolution and save you money on your worker's compensation.

For those employers desiring a higher level of case coordination and communication, WORKFIRST offers case management. The case management service includes:

### "DAY ONE" COORDINATION OF INJURED WORKER CARE

From the first day your employee seeks treatment at WORKFIRST, York Hospital or Gettysburg Hospital Emergency Department or ReadyCare, his/her care is coordinated by our case manager. Physician notes and treatment plans, including return-to work instructions, are reviewed by the case manager and communicated to the employer. If the injured worker is referred to a specialist, WORKFIRST continues to coordinate care until the employee returns to work and/or the case is closed. The WORKFIRST case manager will advocate on behalf of the employer to minimize lost days and to return the injured worker to the least restrictive duty recommended by the physician.

### COMMUNICATION

Effective management of workers' compensation claims requires timely communication of appropriate information among health care providers, the employer, employee and insurer. WORKFIRST leads the effort in providing verbal and written reports to the involved parties. This includes obtaining information from specialists and relaying it to the employer within 1 business day of the employee's appointment, and communicating employer questions and concerns to the treating health care provider. Worker's compensation insurance company case managers can obtain all necessary treatment information with one call to WORKFIRST, improving their efficiency in handling your claims. It is well-known that timely communication can decrease lost and modified duty days, and result in lower cost to employers.

## CUSTOMER SATISFACTION

WORKFIRST's case management promotes speedy case resolution and helps to reduce costly and unnecessary litigation. Injured workers who feel that their health care providers are genuinely interested in their recovery tend to return to work more quickly and file fewer grievances or legal actions. WORKFIRST's case management service is consistently rated as "exceeding my expectations" by area employers who use it.

Employers can choose from two options for case management:

### **~Participation in the WORKFIRST Comprehensive Care**

**Organization (WCCO).** This option offers full case management service on all cases treated at WORKFIRST or a WCCO participating provider, plus discounts on Pre-placement Examinations and Initial driver examinations and "Wellness" account credits to use on other health care services. Employers participating in the WCCO, and their insurance representatives, have unlimited access to the WORKFIRST case manager. The cost for participation in the WCCO is \$50.00/case, billed on all cases. Please refer to the enclosed information on the WCCO.

**~Case Management "as requested".** While injury management reports will be faxed on all cases, you choose which cases require case management, and pay for case management only on those cases. The cost for this option is \$100.00/case.

In either scenario, case management charges will not be billed as part of the worker's compensation bill, but will be invoiced separately to the employer, therefore there is no negative impact on your worker's compensation premium.

Our goal at WORKFIRST is to enhance the health and productivity of your workers through high quality, managed health care programs. Our case management service has proven to be an important tool in achieving this goal, and WORKFIRST is committed to offering you choices that meet the needs of your business. Please take a few minutes to review the options listed, and indicate your preference on the attached form.

If you have questions about these case management options or any aspect of WORKFIRST, please do not hesitate to call Kelly Blessing at (717) 851-1624 (kblessing@wellspan.org).