

Telephonic Case Management



Product Overview

Coventry Workers' Comp Services' ("CWCS") Telephonic Case Management (TCM) program is a solution to help manage and control costs from the beginning to the end of a claim. Telephonic case managers ensure appropriate treatment and return-to-work plans through effective negotiations with the provider, employer, and injured worker.

Features and Benefits

- Flexible TCM program models ranging from early intervention to mid-claim to post Maximum Medical Improvement or lifetime medical claims
- Staffed by Registered Nurses and Licensed Practical Nurses, many with additional advanced degrees and Case Management Certification with varied clinical experience
- Integration with other CWCS products and services to ensure the right service at the right time
- Superior technology supports the most complex customer feed and data requirements
- Robust data platform meets all current and anticipated customer and state reporting requirements
- Embedded Utilization Review ensures oversight of treatment plan and adheres to all state and URAC requirements
- Proven early intervention results show reduced managed care costs and increased savings

Solutions to Restore Health and Productivity

CWCS exceeds client expectations by designing a program meeting client business and financial goals. CWCS offers a variety of options such as service call centers, onsite TCM, and early intervention.

CWCS' TCM program offers customized outcomes reporting by client which includes a variety of items including return to work and return on investment information.

Why CWCS?

- National coverage
- Flexibility to design programs meeting the business and financial goals of the customer
- Aggressive front-end response from triage to first report of injury
- Compliant with all regulatory requirements
- Integration with the Coventry Integrated NetworkSM and First Script Pharmacy Benefit Management Solution
- Staff works in compliance with URAC standards for Utilization Review and Case Management
- Consistently exceeds client expectations

Want More Information? Call Our Offices

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