

# Field Case Management



## Product Overview

Coventry Workers' Comp Services' ("CWCS") Field Case Management (FCM) program helps reduce costs associated with lost time due to injuries, illness, and disability. CWCS' field case managers work closely with the injured or disabled worker, health care provider, and employer to facilitate timely and appropriate medical care and coordinate a safe and timely return to work.

CWCS offers a wide range of field case management services including: full medical management services such as catastrophic case management, crisis intervention, full vocational case management and specific limited or task assignments for services such as job analysis, job club (in select markets), transferable skills analysis, labor market surveys, job development and placement, earning power evaluations (state specific), ergonomic evaluations, and expert testimony.

## Features and Benefits

- Collaboration with treating providers to create effective treatment plans using nationally-accepted treatment protocols
- Expedite necessary and appropriate treatment
- Facilitate specialty referrals
- Provide patient education to improve medical compliance and medical outcomes
- Facilitate a timely and safe return to work by working with the employer, medical provider, and disabled worker
- Assist disabled employees in finding alternative work when they are unable to return to their previous occupation
- Ability to interface with CWCS Utilization Review, Telephonic Case Management, and Independent Medical Examination products to create efficient workflows and communication
- Comprehensive quality assurance program geared toward improving case manager outcomes
- Meets all licensure requirements

## Solutions to Restore Health and Productivity

CWCS understands that not every workers' compensation claim can be resolved in a timely and/or uncomplicated manner. CWCS field case managers have the experience needed to handle cases with varying medical and operational complexity. Additionally, CWCS case managers have expertise in returning injured or disabled employees to jobs with heavy physical job demands or where the employee has low motivation to return to work.

Results for CWCS' FCM program include:

- A return-to-work rate from 56% to 63%
- An overall achieved outcomes percentage of medical and return-to-work goals at 73%

## Why CWCS?

- National network of qualified case management specialists
- URAC certified
- National quality assurance program
- Proven return to work results
- Task assignments to control FCM costs
- Measurable comprehensive outcome and stewardship reporting
- Ability to create EDI links for referrals, reporting and FCM notes
- Closure triggers which prompt claim professionals to evaluate ongoing FCM involvement

## Want More Information? Call Our Offices

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