

Catastrophic Case Management



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What is it?

A "catastrophic injury" is defined as an injury that has sudden long-term life altering results and which requires more involved medical case management. Coventry Workers' Comp Services ("Coventry") offers a unique program designed specifically to address the needs of catastrophically injured individuals with specially trained on-call professional nurse case managers, available 24/7, who provide immediate intervention for each case referred.

Full Continuum of Services

Early intervention

- Responds to the immediate needs of the injured individual
- Ensures the most appropriate medical care is received
- Provides immediate family support from a trained professional
- Frequent and timely communication with the employer (and/or the referral source) on case status

Catastrophic Medical Case Management

- Development and implementation of a comprehensive plan
- Facilitation of the most appropriate treatment and services
- Focused on maximum medical recovery

Post-Stability Services

- Ensures continued services necessary to maintain health are being delivered
- Determines that all services and equipment provided continue to be medically appropriate and necessary

When to Use Catastrophic Case Management

Included but not limited to:

- Amputations
- Spinal cord injury
- Major burns
- Multiple injuries resulting in trauma
- Traumatic brain injury
- Toxic exposure
- Crushing injury/multiple fractures
- Electrical shock
- Thermal or chemical burns
- Severe eye injuries resulting in loss of vision

About Catastrophic Case Managers

All Coventry catastrophic case managers must complete a proprietary training course and achieve a passing grade on a national certification examination prior to being eligible to accept and manage catastrophic case management referrals.

Why Coventry?

- Immediate response to requests for case management services for the catastrophically injured individual
- Comprehensive product to provide services for each phase of a catastrophic injury – early intervention, medical stability, and post stability
- Case managers evaluate and facilitate medical care ensuring the most appropriate care is being received
- Daily updates to referral source and/or employer until injured individual is medically stable
- Immediate family support provided by a trained professional
- Best Practices specific to the catastrophic injury
- Comprehensive reports
- Enhanced oversight on all cases
- National coverage
- Easy referral process: phone, fax, e-mail/Web



More Information? Call Our Specialty Products Line.

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