

Integrated Choice



Product Overview

Coventry Workers' Comp Services' ("CWCS") Integrated Choice program uses a clinical case management model to deliver non-occupational disability and absence management services (advise-to-pay) to the self-insured employer market. This includes disability management, Family Medical Leave Act (FMLA) and employer and state-specific leave programs. Full integration with workers' compensation is available.

CWCS' clinical team provides return to work (RTW) and productivity management solutions to return employees to "active" status after a disability/absence. Best practice metrics are the foundation for analysis and program improvement on a consultative basis with the employer partner. Working with each employer's unique requirements, plan designs, and regulatory issues, CWCS builds a customized and efficient program to meet employer needs while supporting the employee during the disability/absence period.

Features and Benefits

- Single point of contact for all benefits
- Clinical case ownership and Physician Advisor services
- Disability management
 - Medical necessity of absence
 - Early intervention and transitional/modified RTW
 - Continuous loop disability certification
 - Full advise-to-pay services
 - Independent Medical Exam (IME)
 - Transferable skills analysis
 - Social Security advocacy
 - In-house vocational service
 - Integration with FMLA and/or workers' compensation
- FMLA
 - Track federal, state and employer specific family leave
 - Authentication and Medical Clarification
 - Regulatory compliance
 - FMLA Second/Third Opinions
- Behavioral services carved-in
- Single case management platform - Advancer
- Online and integrated reporting services
 - Integration with disability and workers' compensation
- Coordination with employer EAP and health & wellness programs

Why CWCS?

- Clinically-based program with a proven record of delivering high value services to employers since 1994
- Centralized telephonic and electronic claim intake services
- Continuous loop 3-point contact between the employee, employer, and the provider
- Experienced disability team with RTW experience
- Nationally recognized disability duration guidelines facilitating safe and early RTW
- Real-time web reports via Infolinksm
- Comprehensive outcomes reporting and analysis
- Offered on a bundled or unbundled basis
- Behavioral health incorporated in the program
- Single case management platform across all benefits
- Customization to fit each organization's culture
- Full integration with CWCS' workers' compensation programs
- Established Best Practices and Quality Assurance program

Solutions to Restore Health and Productivity

Clinical involvement and decision-making are provided at a greater level than in the traditional disability third-party administrator model, resulting in reduced disability/absence durations that go directly to the employer's bottom line. Return on investment for CWCS' Integrated Choice program is 3:1 or more with a customer satisfaction rate of 93%.

Want More Information? Call Our Offices

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