

OSC 10
Ohio Safety Congress & Expo

Jump-Start Your Difficult Claim With A Field Case Manager – Intermediate

444

Angie Flynn, RN, CCM

Tuesday, March 30, 2010 1 to 2 p.m.

Vocational Rehabilitation Case Management:

Jump-Start Your Difficult Claim With A Field Case Manager – Intermediate

Angie Flynn, RN, CCM

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What Is Involved In Return To Work Through A Vocational Rehabilitation Plan?

6 Steps to a Successful Plan:

- Determine Feasibility
- Determine Eligibility
- Referral Process
- Establish Clear Goals
- Set Expectations
- Maintain Communication

■ Who is responsible for payment?
■ What are the benefits?



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Know Your Team:

- MCO - Vocational Coordinator
- BWC - Disability Management Coordinator
- Vocational Rehabilitation Vendor
 - Qualified Rehab Provider
 - Field Case Manager
- TPA – Claims/Account Manager



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MCO Vocational Coordinator

- Program guidelines require the Vocational Rehabilitation Program Coordinator meet the qualifications for vocational/medical case managers and case manager supervisor, as identified in the American Health Care Commission/URAC standards
- The vocational rehabilitation program coordinator must have at least one year of field vocational rehab case management experience

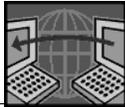
MCO Role

- Medical Management of the claim
 - Vocational Rehabilitation Case Management
 - Services, costs and timeframes
 - Vendors are credentialed and certified
 - Determine feasibility of claim



BWC DMC

- Determine eligibility/non-eligibility
 - Send eligibility letter with appeal language
 - Staff plan types/recommendations with MCO and QRP
 - Determine eligibility for compensation payments
 - LM
 - LMWL
 - Monitor surplus fund use



Identify Eligibility Medical Only Claims

- 7 or fewer days of certified disability
- Remain **At Work** services
 - Costs charged to claim risk
 - Services could keep claim from becoming "lost time"

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Identify Eligibility Lost Time Claims

- 8 or more days of certified disability
 - Salary Continuation
 - Total Temporary Disability Compensation
- Finding of **Maximum Medical Improvement**
 - With Restrictions (Temporary or Permanent)
- 25% or greater PPD in the claim

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Referral



- Anyone can make a referral
- Employer can utilize preferred provider
 - MCO can assist in selection
- Injured Worker can choose vocational vendor
- POR doesn't have to agree, but can say NO

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QRP Responsibilities

- Evaluate
 - IW ability to participate
 - Barriers to RTW
- Analyze
 - Identify essential functions of the job
 - Job modifications
 - Transferrable skills, labor market
- Collaborate
 - IW, Employer, Physician, MCO, BWC



QRP Responsibilities

- Collaborate
 - Set mutual goals with IW
 - Realistic expectations
 - Establish RTW hierarchy
 - Be knowledgeable of wage loss benefits
 - Communicate plan and case directions with MCO, DMC, and Employer
 - Recognize when current plan is no longer effective and intercede
 - Know appropriate time to refer to job placement specialist



Establish Clear Goals

Return To Work Hierarchy:

- Same Job Same Employer
- Different Job Same Employer
- Same Job Different Employer
- Different Job Different Employer

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What Services Are Involved In A Vocational Rehabilitation Plan?

■ Medical Services:

- General reconditioning through physical and occupational therapy
- Nutritional counseling
- Psychological services



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What Services Are Involved In A Vocational Rehabilitation Plan?

■ Vocational Services:

- Building stamina through work hardening and work simulation
- On-site transitional work therapy services
- Tools & equipment or job modification
- Career counseling and job search



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Maintain Communication

- With all parties
- Lack of contact could lead to:
 - Delay in services
 - Delay in return to work
 - Plan closure



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Who Pays For The Plan?

- State fund employers:
 - Remain At Work
 - "Medical Only" claims
 - Cost charged to claim
 - Vocational Rehabilitation
 - Lost Time claims
 - Cost charged to surplus fund
- State agencies and self insured employers incur all costs



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Benefits of Successful Return To Work Through Vocational Rehabilitation

- Benefits to Injured Worker
 - Coordinated services
 - Safe return to work
 - Maintain work-ability
 - Maintain self-esteem



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Benefits of Successful Return To Work Through Vocational Rehabilitation

- Benefits to Employer:
 - Morale/Employee Asset
 - Financial
 - Most costs absorbed by surplus
 - Retain trained staff
 - Avoid cost of new hire



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Follow Up Questions?

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