

Catastrophic nurse advocates (CNAs)

If you know someone with a catastrophic work injury, please contact one of these CNAs.

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**Denotes the CNAs location.*
Send all inquiries to BWC.catnurse@bwc.state.oh.us.

Catastrophic nurse advocates

General contact information

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*Linking the managed care organization
and BWC to personally serve the
catastrophically injured worker*

At BWC, we're here to help employers prevent workplace injuries and to assist injured workers in getting the care they need if they are injured at work.

However, despite everyone's best efforts, injuries – sometimes very serious ones – can occur in any workplace, at any time. In the event that a worker is seriously injured, we, along with your managed care organization (MCO), are dedicated to providing the care he or she needs and deserves.

The advocate link — serving the severely injured worker

A catastrophic nurse advocate (CNA) has specialized experience and training in the rehabilitation of severely injured workers. The CNA acts as the injured workers' advocate, ensuring they receive quality customer service.

The CNA is the liaison between the MCO and BWC's customer service team managing a catastrophically injured worker's claim. The CNA is a resource for the injured worker's physician, family, employer, attorney, and hospital or medical providers.

Defining a catastrophic injury

Catastrophic injuries severely limit physical or cognitive functions that affect one's ability to perform activities of daily living care. This can include eating, dressing, walking, personal hygiene and controlling bodily functions.



Catastrophic injuries include:

- Multiple fractures or crush injuries;
- Spinal cord injuries such as paraplegia, quadriplegia, hemiplegia or diplegia;
- Multiple, major extremity amputations or fractures;
- Moderate to severe brain or brain stem injuries;
- Second- or third-degree burns on more than 25 percent of the body;
- Total industrial blindness;
- Severe occupational diseases;
- Any other medical diagnoses identified by the MCO and the CNA.

Other injured workers may benefit from CNA intervention. This includes medical complications in a claim that severely impair an injured worker's functioning after the date of injury.

How the CNA serves the injured worker

On-site visits

In some instances, BWC has a CNA perform an on-site visit to a hospital or home. MCOs also may perform on-site visits to promote care coordination to accurately report progress and gather information for the plan of care.

Prompt claim allowances

CNAs assist in initial and proactive claim allowances. The goal is for BWC to allow the claim within 48 hours. This lessens the burden of financial or treatment issues for the injured worker's family. The result is prompt payment of compensation benefits.

MCO partnerships

CNAs communicate with BWC and the MCO regarding the status of the case. Together, they discuss the progress and effectiveness of the injured worker's plan of care, as well as identify future needs.

Home and vehicle modifications

CNAs provide information and authorize appropriate requests for home and vehicle modifications.

Community support resource

CNAs, in concert with the MCO, can make the injured worker aware of community support groups and other services in the area.

Vocational rehabilitation services

CNAs may identify the best time for referral to a vocational rehabilitation professional with the goal of returning the injured worker to work.

Over-site of catastrophic claim pilot vendor

CNAs oversee cases contracted to the catastrophic vendor in BWC's current catastrophic claims pilot. They also monitor progress throughout the life of the contract until the agreed upon outcomes are reached.