



**UNITED STATES
POSTAL SERVICE**

PROACTIVE MEDICAL CASE MANAGEMENT

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U. S. POSTAL SERVICE



PROACTIVE CASE MANAGEMENT

**Guiding and directing pathways
of medical treatment**



GOALS

- **Assist injured employees in finding appropriate medical care**
 - **Serve as resource for injured employees**
 - **Assist injured employees in developing expectations for resumption of a normal life**
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OBJECTIVES

- **Implementation of Day One Case Management**
 - **Develop an Immediate Injury Notification System**
 - **Develop and implement medical provider protocols**
 - **Educate medical providers regarding FECA**
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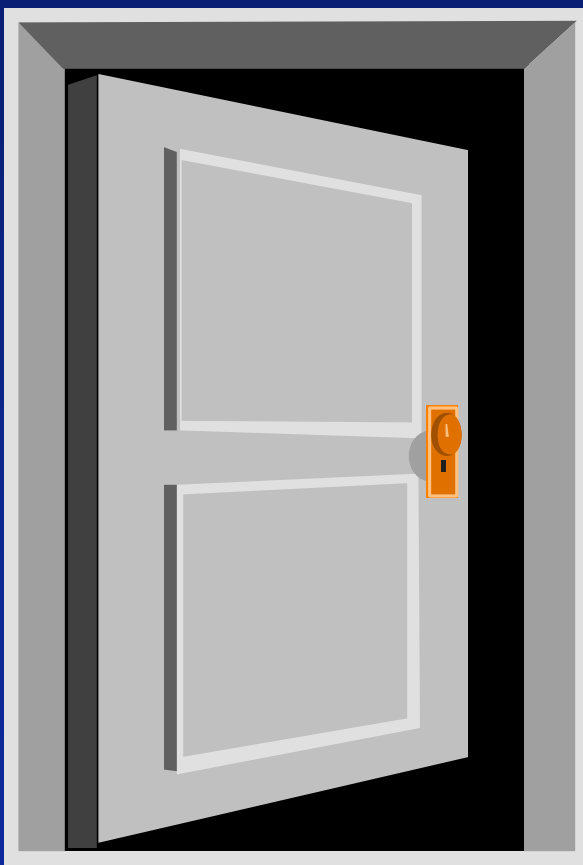


OBJECTIVES

- **Maximize use of CA 16**
 - **The key to success is empowerment of the employee**
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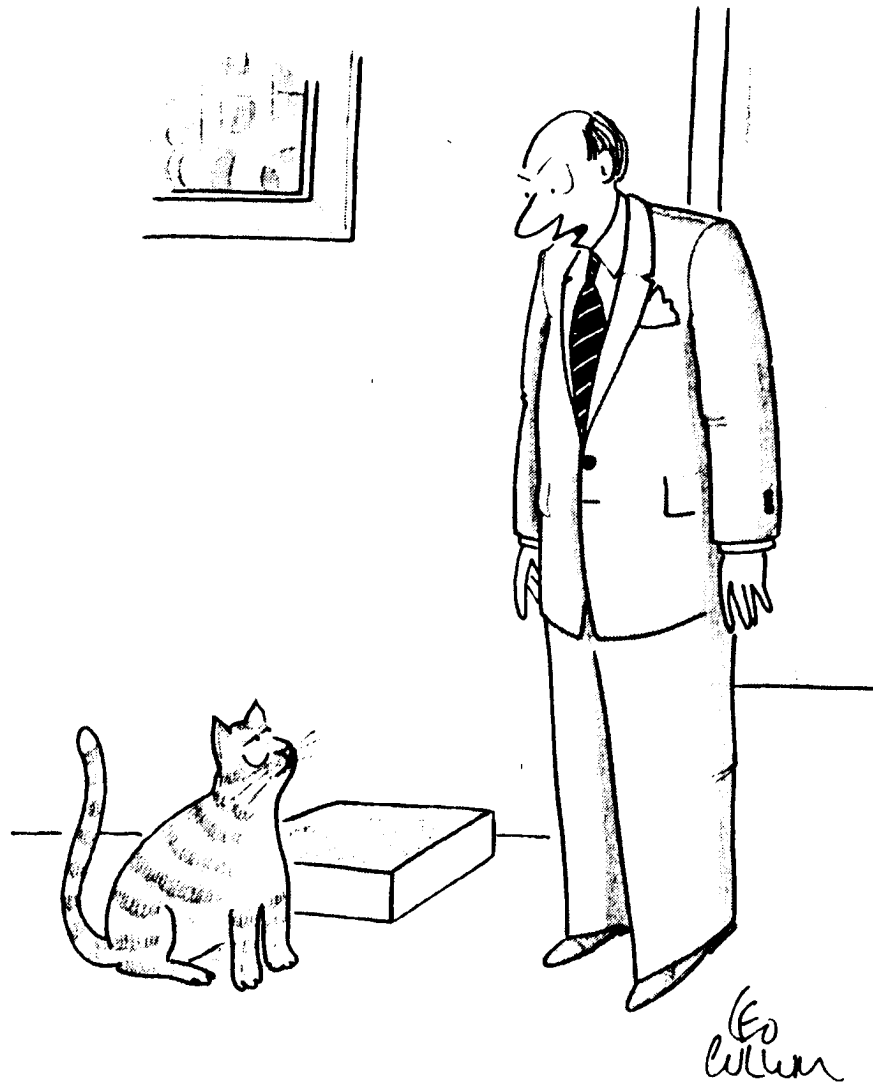
BREAKING BARRIERS



CASE MANAGEMENT



UNITED STATES
POSTAL SERVICE



"Never, ever, think outside the box."



WESTERN AREA APPROACH CASE MANAGEMENT

- **Selling the concept**
 - **Funding**
 - **Hiring**
 - **Training**
 - **Supporting the Program**
-



SELLING THE CONCEPT

- **Review of comp cost trends**
 - **Comprehension of why employees don't return to work**
 - **Researching private sector approaches**
 - **Positive strategies**
-



FUNDING

- **Pilot approach**
- **Management Team commitment**
- **Political--Union environment and rapport**
- **Careful site selection**
- **Find the right person for the job**
- **Medical provider cooperation**



HIRING

Selection Criteria

- **RN--CCM preferred**
- **Workers' Comp Experience**
- **Communication skills**
- **Good clinical and work-site assessment skills**
- **Knowledge of medical community**
- **Organizational skills**



TRAINING

- **Familiarize with organizational regs and structure**
 - **Introduce FECA regulations**
 - **Job descriptions for employee population**
 - **Equipment unique to organization**
 - **Ergonomic issues**
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TRAINING (continued)

- **Teach goals and objectives of Case Management program**
 - **Allow creativity--empower the Case Managers**
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SUPPORT

- **Availability**
 - **Teleconferences**
 - **Peer review teleconferences**
 - **Medical Director participation in continuing education programs**
 - **Peer support**
-



DAY 1 CASE MANAGEMENT TEAM APPROACH

Team Players

- Supervisors/Managers
 - Claims Manager and Specialists
 - Safety
 - Nurse Case Manager
 - Medical Director
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INJURY NOTIFICATION SYSTEM

- **Customize for your environment**
- **Critical components**

**Same day or within 24 hour
notification of injury to Claims Office**

**Claims and Case Manager require
simultaneous notification**

May require training of Supervisors



MEDICAL PROVIDER PROTOCOLS

- **Single Contact for each provider**
- **FECA system education**

OWCP--Inability to initiate provider calls

CA 1

CA 2

CA 16



PROVIDER PROTOCOLS (continued)

- **Work status/reports**
 - **Limited Duty accommodation**
 - **TTD protocols**
 - **Pre-notification of treatment**
 - **Referral patterns**
 - **Job descriptions**
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CA 16 UTILIZATION

INITIATE CLAIM REVIEW

- HR Specialist
 - Supervisor
 - Nurse Case Manager
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CA 16 UTILIZATION (continued)

- **WHEN**

All unchallenged CA 1 Claims under treatment with elected provider

- **WHO**

Supervisor

Comp Specialist

NCM



CA 16 UTILIZATION (continued)

- **WHAT IS IT USED FOR?**

**Authorization of non-invasive
medical treatment 60 days from date
of issue**



CA 16 UTILIZATION (continued)

■ WHY USE IT?

Facilitates the Case Management process

Expedites timely medical treatment

Promotes positive rapport with the employee

Facilitates provider communication



PRIORITIES FOR CASE MANAGEMENT

- **New Injuries**

TTD

TPD

**Case Management intervention
directed toward resolution of a
specific issue**



MEDICAL CONSULTS OR FFDE

Essential Elements for medical consult

- Excellent listening skills
 - Rapport with employee/consent
 - Knowledge base of community medical providers
 - Matching physician/employee personalities
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MEDICAL CONSULT OR FFDE

CONSULT (continued)

- Scheduled as One time evaluation
 - Physician change option
 - Notification of DOL if option selected
 - Payment as FFDE if option rejected
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MEDICAL CONSULT OR FFDE

- **Drawbacks of FFDE**

 - Considered adversarial by employee**

- **Rationale for Consult/FFDE**

 - Lack of objective findings/diagnosis
ill defined**

 - Medical treatment exceeds U & C**

 - Lack of recovery progression**



PROACTIVE CA 1 MANAGEMENT

- **Claim Form Review**

DOI/Date of notification

Mechanism of Injury to job relationship

Review of diagnosis vs history of injury



PROACTIVE CA 1 MANAGEMENT

■ 3 POINT CONTACT

EMPLOYEE

Establish expectations

Treating expectations

Recovery

RTW



PROACTIVE CA 1 MANAGEMENT

- **EMPLOYEE (continued)**

Modified Duty progression

Treating physician demographics

Next scheduled appointment date



PROACTIVE CA 1 MANAGEMENT

■ SUPERVISOR

Focus on employee/workplace issues

Return to work integration

Medical restriction compliance

Modified duty progression

Consider work site evaluation



PROACTIVE CA 1 MANAGEMENT

■ MEDICAL PROVIDER

**Written communication required or
Office contact**

Medical reports

Work status

Treatment plan/recommendations

Next Office Visit



PROACTIVE CA 1 MANAGEMENT

- **ESTABLISH CASE MANAGEMENT PLAN**

Assess information from 3 Point contact

Develop/Plan Goals

Implement Plan

Evaluate Outcomes/Reassess Plan



PROACTIVE CA 1 MANAGEMENT

- **Integration of OWCP Field Nurse**

**Establish communication between
ICCO Specialist and Nurse**

On-site facility tours

**Provide modified job offer for
presentation to physician**

Job site assessment for RTW



PROACTIVE CA 1 MANAGEMENT

■ Obstacle Management

Transportation

Bulk Funded 7381

Accommodation in the Workplace

Crutches/walkers/wheelchairs

Casts/braces



PROACTIVE CA 1 MANAGEMENT

■ **Obstacle Management**

Workplace accessibility

stairs, restrooms, lunchroom

**Over utilization of physical and
occupational therapy**



PROACTIVE CA 1 MANAGEMENT

- **Employer based physical therapy program**

Pilot stage--Argosy Health

Work directed

At work site

24/7 availability

Limited facilities/high # employees



PROACTIVE CA 1 MANAGEMENT

**Employer based physical therapy
program--Program requirements**

Accepted claim

Voluntary

Physician prescription

On the clock



PROACTIVE CA 1 MANAGEMENT

- **Cooperative effort between DOL and Agency**

Surgical/invasive procedure request

Written request from provider

ICD 9 coding and facility

Diagnostic test results

Supporting medical reports



CREATIVE CA 2 MANAGEMENT

Employees are responsible to prove that repetitive trauma injuries are a result of a work related activity. Benefits payable for these injuries are the responsibility of the employee until adjudicated and accepted by the DOL as work related.



CREATIVE CA 2 MANAGEMENT

**THE EMPLOYEE HEALTH PLAN
BENEFITS ARE PIVOTAL FOR ANY
ATTEMPTS AT CASE MANAGEMENT
IN THE PRE-ADJUDICATION STAGE**



CREATIVE CA 2 MANAGEMENT

■ HEALTH PLAN BENEFITS

Attendance by NCM during open seasons

To obtain HBP booklets

Determine the top 5 enrollment HBPs for each District from Personnel

CA 2--HBP codes



CREATIVE CA 2 MANAGEMENT

■ HEALTH PLAN BENEFITS

HMO VS PPO

Referral process

Selection of specialty providers in Plan
Orthopaedic Surgeons, Neurosurgeons,
Physiatrists, Neurologists, General
Surgeons



CREATIVE CA 2 MANAGEMENT

■ PREADJUDICATION CASE MANAGEMENT

■ EMPLOYEE CONTACT

Discuss injury perception

Diagnosis

Recovery

Treatment plan and RTW



CREATIVE CA 2 MANAGEMENT

- **EMPLOYEE (continued)**

Requirement of medical reports

Signed medical release

Employee submits medical reports



CREATIVE CA 2 MANAGEMENT

■ NCM RESPONSIBILITIES

Review medical records

Employee contact and interview

Communicate with medical provider

**Communicate with supervisor
regarding accommodation of
restrictions for RTW**



CREATIVE CA 2 MANAGEMENT

- **NCM RESPONSIBILITIES (continued)**

Appropriate Work site assessments

Bulk Funded 7381s

FCE

JSA

Orthotics and Prosthetics



CREATIVE CA 2 MANAGEMENT

- **ESTABLISHMENT OF CASE MANAGEMENT PLAN**

Assess all available information

Develop Case Management Plan

Implement Plan

Evaluate Outcomes/Reassess Plan



CREATIVE CA 2 MANAGEMENT

POST ADJUDICATION

Refer to CA 1 Management protocols



MEDICAL CONTRATING

■ PROTOCOLS

Large volume providers, diagnostic test facilities, physical therapy

Negotiate discounted fees

No contracts for FFDE or specialists

No chiropractor/podiatrist contracts



MEDICAL CONTRACTING

■ REQUIREMENTS

Funding approval based on Agency protocols

Unrestricted provider licensure

Malpractice coverage \$1/3 million

CPR certification for each facility



COST CONTAINMENT

■ PURPOSE

To assist in controlling spiraling medical costs.

■ Implementation will yield modest results in one year.

■ Reassess results in three years.
Effective contracting improves results.



COST CONTAINMENT

- **SOURCES OF POTENTIAL COST SAVINGS**

Rehab facilities

Outpatient surgical facilities

Diagnostic scans

Occupational and Physical Therapy Services



COST CONTAINMENT

- **SOURCES (continued)**
 - DME/Orthotics/Prosthetics**
 - Infusion Therapy**
 - Home Health Services**
 - FCE/JSA**
 - Facilitation of return to modified duty**
-



COST CONTAINMENT

- **SOURCES (continued)**

Timely specialist referrals

**Utilization of appropriate specialist
should result in decreased
permanent impairment rating**



SUMMARY

■ CRITICAL COMPONENTS

Immediate injury notification

**Educate and develop positive rapport
with community medical providers**

**Involve the employee in the case
management process**
