



Since 1990

MIDLANDS

Beyond Coverage.

CASE MANAGEMENT

Midlands telephonic and field based case management services provide sound medical alternatives that are effective and cost efficient and avoid unnecessary and inappropriate care. Delivered by registered nurses, the program establishes claimant advocacy and channels injured patients to accessible network providers, where jurisdictionally appropriate. Treatment is managed proactively based on guidelines designed to promote recovery and eliminate costs and in accordance with jurisdictional regulations. Midlands' Case Management is an effective tool for managing the coordination of medical care and meeting full recovery and return-to-work objectives.

EVALUATIONS & RECOMMENDATIONS

Performed by a licensed Registered Nurse, experienced and trained in case management and dedicated to providing services focused on quality care.

- Makes initial contacts on referred medical only cases
- Outlines an appropriate, projected treatment plan for the injury or illness based on qualified, written resources such as: The Medical Disability Advisor, Milliman & Robertson, Official Disability Guidelines, etc.

TELEPHONIC CASE MANAGEMENT

- Makes telephonic contact with the client and the physician to coordinate medical treatment
- Serves as the client's advocate and is utilized on more severe cases
- Keeps the adjuster updated on the client's medical progress

FIELD CASE MANAGEMENT

- Makes personal contact with the client and the physician to coordinate medical treatment
- Serves as the client's advocate and is utilized on more severe cases
- Keeps the adjuster updated on the client's medical progress
- Makes recommendations as needed to ensure that the client progresses satisfactorily towards recovery



Beyond
Coverage™

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