

# The Benefits of Telephonic Nurse Case Management

Provided by IRMS/ICT

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In 2022 the average cost of a lost time work accident claim for IRMS/ICT was \$19,428. Lost time work accidents may involve injuries or illnesses which are more serious and complex in nature including injured workers with pre-existing comorbidities.

When IRMS/ICT claims professionals identify these more complex injuries or illnesses, they recommend the skilled and experienced team of Telephonic Nurse Case Managers (TNCM) to help manage disability, control costs, and facilitate better outcomes for the injured worker.

IRMS/ICT's experienced team of Telephonic Nurse Case Managers provide added value to the claims management process by:

- **Aggressively coordinating treatment plans with the injured worker, the treating physicians, the attorney (if involved) and the claims adjuster.** By intervening in the early stages, the nurse helps in identifying the severity of the injury and strategize on appropriate treatment protocols. They can facilitate better care by ensuring proper scheduling, offering more support, answering patient questions, and spotting potential barriers to healing before they progress.
- **Promoting return to work goals with the injured worker and treating physician**
- **Closely overseeing the complex medical treatment** to help clarify if the requested treatment is appropriate and medically necessary and whether a new complaint is causally related to the workplace accident.
- **Developing rapport with the injured worker** by being more available and assist them with their medical care and recovery. With increased communication, the nurses are able to keep abreast of any new developments while also ensuring that the employee feels supported which may limit the need for attorney involvement since the injured worker understands the condition and treatment plan
- **Better Patient Education and Preparedness** because it is common for injured workers to be scared of the treatment i.e. Surgeries. Fear can result in skipping or delaying treatment. TNCM can adequately inform and prepare patient as well as make sure they are taking meds, following up with therapy, tests and other treatment timely.
- **Anticipating any complications that might arise either from the treatment plan or any side effects related to a medication.** This sets up a quick response that limits the risk of complications dragging the claim out and having long-term effects on the worker's recovery.

- **Identifying and raising any potential red flags immediately.** By doing all these over the telephone, both downtime and costs during the claim are reduced considerably.
- **Securing a Medical Authorization Quickly** to ensure that there is communication between the physician, claimant, employer, TNCM, and claims professional.
- **Detecting Potential Fraud early on** by building a rapport with the claimant which may yield clues during routine conversations throughout the life of the claim while managing their medical treatment and disability.
- **Reducing or decreasing inappropriate opioid or other drug utilization**

If you have any questions in reference to IRMS/ICT Telephonic Nurse Case Management Services, please contact Beth McKay-Anaya/Assistant Vice President, Workers' Compensation Claims (630) 276-5642 or Mike Benedeck/Senior Director of Loss and Nurse Case Management (630) 276-5646.