



- The Case Manager conducts an **assessment** of health needs in order to develop a plan of care.
- The Case Manager **plans** with all involved parties to maximize recovery, and return to function.
- The Case Manager **facilitates** communication, coordination, and decision making, minimizing delays, and fragmentation.
- The Case Manager **educates** about the medical condition, treatment options, community resources, WC parameters so informed decisions can be made, and the injured/ill worker can take a more active role in recovery.
- The Case Manager problems solves, explores options, strives to improve quality outcomes, and maintains cost effectiveness.
- The Case Manager **advocates** for the injured/ill worker and strives to achieve the worker's empowerment.

Services include:

- *Telephonic and Field Case Management*
- *Quick "Task" Assignment*
- *In-depth Medical File Review and Projections*
- *Ergonomic Assessments*