



Telephonic Case Management Triggers

Early utilization of nurse case management has been found to facilitate optimal medical treatment, early recovery and support continued work and/or satisfactory return to the workforce. Early intervention is essential to a positive outcome.

Recommended triggers

- › Spinal injuries, fractures & sprains, musculoskeletal/ repetitive motion injury, mental/substance abuse
- › Medical reserves of \$5,000 and over
- › Lost time claims - when the claimant reaches 5 days of lost time and there is not a specific return date set by the medical provider
- › 30 days of medical restriction
- › Multiple treating providers
- › Surgery recommended
- › Current monthly RX cost > \$1,500
 - Moderate dose opioid (> 40 MED) prescribed for 90 continuous days
 - Opioids > 120 MED
 - Concurrent long acting opioids
- › No improvement of medical condition within first 30 days
- › Hospitalizations

Consider nurse case management under the following conditions

- › Psychological treatment
- › Non-compliance with treatment plan
- › Multiple claims or pre-existing conditions
- › Medical restrictions that do not match the injury or recovery guidelines
- › Prolonged conservative treatment without progression
- › Co-morbid conditions that may impact recovery
- › Significant change in a medical diagnosis or condition which is not consistent with the injury
- › Addition of new body part(s) to the original injury
- › Socio-economic indicators such as pre-existing emotional, family or financial problems
- › Poor job performance or recent notification of layoff/termination
- › Multiple treating physicians
- › Secondary gain factors such as MVAs