

Nurse Case Management Services

Telephonic, Field and Catastrophic Case Management



Proactively guide claims to the best outcomes with active medical management using our national network of registered nurse case managers.

Every day of lost time on a workers compensation claim impacts the employer's bottom line. Early and aggressive medical intervention, along with the appropriate allocation of clinical resources, can significantly improve workers compensation loss costs – the cost of lost wages, productivity and medical expenses.

One of the defining factors in maintaining control over a medical injury claim is knowing when to apply the right resources at the right time. A targeted case management strategy delivered by experienced nurse case managers can positively impact quality and cost of claims.

Conduent registered nurse case managers are critical links between injured workers, their families, physicians, employers and payers. Working collaboratively with all stakeholders, our RNs help establish the best plan of care and provide clinical oversight to help injured employees return to work as quickly and safely as possible.

With our nurse case managers on the claim, disability days can be shortened as much as 25% and claims closed an average of 18% faster.

The Conduent Advantage

- Certified RN case managers
- Facilitation of PPO channeling, direction of care where allowed
- Innovative use of clinical roundtable strategy sessions
- U.S. coverage, jurisdictional expertise
- Real-time data transmission from claim intake

Conduent Case Management Services

Lower claim costs. Fast return to work. Better outcomes.

Conduent works with you to formulate and implement a comprehensive case management strategy. Our services include telephonic, field and catastrophic case management programs that can be seamlessly connected with our loss reporting, nurse triage and medical bill review services for an integrated managed care solution.



Nurse Case Management (Telephonic)

Conduent's nurse case managers are patient advocates who provide continuity of care and facilitate successful return to work through professional medical management, critical thinking and relationship management. Using established case management protocols and evidence-based medical guidelines, our case managers expertly guide injured employees through the workers compensation claim process.

Upon first report of injury, the nurse case manager begins managing the claim, helping to reduce medical costs and indemnity expenses. The RN case manager acts as a filter, interpreter, educator and advocate, coaching patients and their families through recovery. They assess, plan and coordinate their patients' treatment, and negotiate provider discounts where appropriate.

Conduent's case management approach, combined with data-driven decision technology, offers employers, insurers and third-party administrators an effective solution for reducing total temporary disability days, utilization rates, claim duration and costs per claim, as well as improving network penetration.

Field Case Management

While telephonic nurse case management is the most efficient and cost effective way to resolve the majority of workers compensation cases, complex and catastrophic claims may require an additional layer of medical management. Conduent will deploy a field case manager who is centrally located to the patient to perform a face-to-face assessment of the patient's medical and vocational needs, coordinate medical care and treatment, and help resolve barriers to recovery.

Field case managers are typically assigned on a task-basis, with the telephonic nurse case manager coordinating all onsite field case management referrals and activities, and supervising the field nurse until all assigned tasks are complete.

Field case management is typically indicated for hospitalizations, surgical cases with complicating factors, head and spinal cord injuries, amputations and third-degree burns. It is also effective in managing cases involving prolonged recovery or extended disability, non-adherent patients and physician issues.

Catastrophic Case Management

Nurse case managers focused on catastrophic injuries step in when severe or acute injuries occur, skillfully navigating the treatment and recovery process. Our field case management team works with our telephonic nurse case managers to facilitate and coordinate critical medical care until the injured employee has been stabilized and the CAT nurse case manager can assume responsibility. Catastrophic case management can also encompass onsite response for traumatic injuries and development of life care plans, including long-term medical and non-medical needs.

