

KACo Claims & Managed Care

Managed Care
Programs and Initiatives
That Promote Safe & Early
Return to Work

NURSE TRIAGE

- ▶ Return to work starts at the moment the employee is injured

- ▶ Nurse Triage provides:
 - ▶ Intake of injury information by RNs with Acute Care Experience
 - ▶ Evaluation of the injury for severity and obtaining supplemental medical information
 - ▶ Direction to the appropriate level of care—AVOID ER visits!
 - ▶ Follow-up call 24 hours after initial intake call

How Does Nurse Triage Enhance the Work Comp Claim Process?

- ▶ Interaction with medical professional shortly after injury occurs
- ▶ Use of Network Providers—
 - Return to work oriented
 - Discounts below WC fee schedule
- ▶ Availability of Job Descriptions—when available, sent to providers at the FIRST visit
- ▶ Utilization of a Return to Work form—also sent to the provider at the FIRST visit

Nurse Triage → Transition to Telephonic Case Management

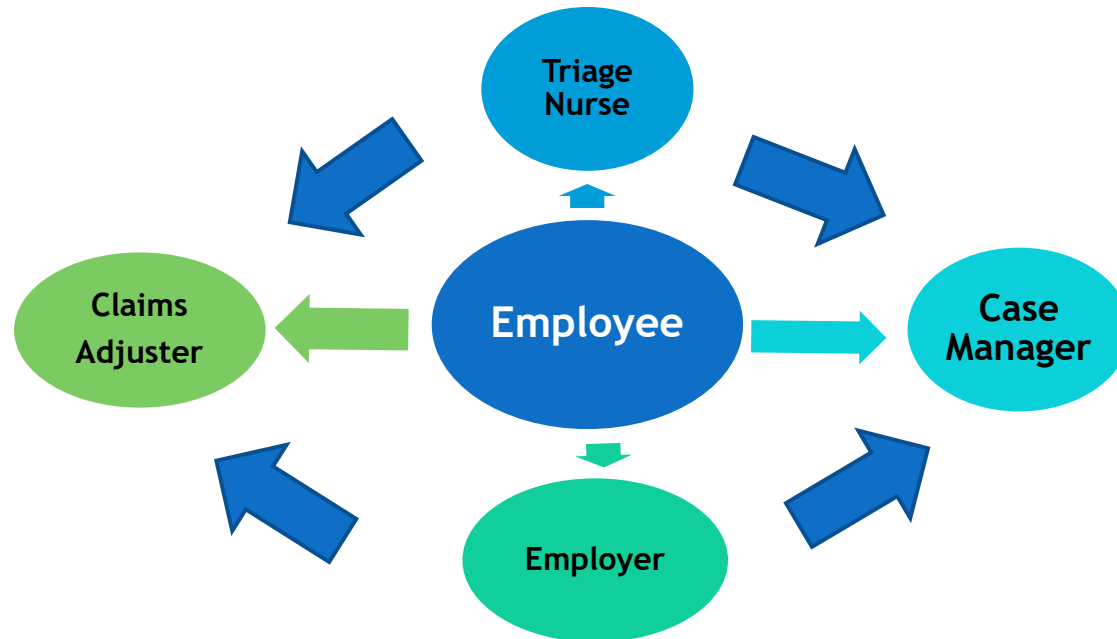
When an employee is kept OFF WORK an automatic transition to a Telephonic Case Manager takes place

Benefits:

- > Management of Referrals
- > Assessment of Treatment Plans and Employee's progress throughout the claim
- > Use of Job Descriptions and Facilitating RTW

Keys to a successful Return to Work

Effective communication at the time of injury and throughout the course of the claim can identify health issues that impact recovery and ultimately return to work outcomes.



- ▶ Transitional/ modified duty job availability & job descriptions
- ▶ Effective medical & claims management

Cost Savings Achieved

Working hand-in-hand with the KACo Claims Team to assure that employees are returned to their job role; employers see resulting savings through:

- ▶ Lower medical costs
- ▶ Lower indemnity payments (lost time wages)
- ▶ Lower insurance payments by KACo members

Cost Saving Examples

#1 42 y/o was installing weatherization and fell off a roof, fracturing lower right leg Date of Injury: 05/12/2021

NO MODIFIED DUTY JOB AVAILABLE

DX: fractured right tibia/fibula

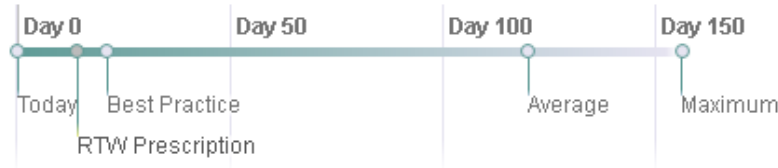
TX: reduction of R tibial shaft fx w/ intramedullary hardware day after injury. Employee was compliant with treatment. Field Case Manager pushed for regular duty.

RTW: Full duty 10/25/2021

POTENTIAL COST SAVINGS: ~ \$8,300 Indemnity Savings

*Note: does not take into account any permanent impairment

Lower Leg Fracture (Open Reduction, Internal Fixation)



A

Average
120 Days

Benchmark against the actual outcomes data

B

Best Practice
21 days

Manage toward the best practice duration



All Classes	Sedentary	Light	Medium	Heavy	Very Heavy
Scenario	Activity Level		Duration in Days-		
Clerical/modified work	Modified		21 Days		
Heavy manual work	Regular		119 Days		
Manual work	Regular		119 Days		

Cost Saving Examples

#2 45 y/o twisted R knee when getting out of work vehicle. Works for county road department. Date of Injury: 1/29/2021

NO MODIFIED DUTY JOB AVAILABLE

DX: Medial and lateral meniscus tear

TX: Surgical repair of menisci 2/28/21; Post op PT

RTW: Full Duty 6/3/21

POTENTIAL COST SAVINGS: ~ \$4500 Indemnity only

68 days longer duration than best practice per ODG

A

Average
179 Days

Benchmark against the
actual outcomes data

B

Best Practice
67 Days

Manage toward the best
practice duration



All Classes	Sedentary	Light	Medium	Heavy	Very Heavy
Scenario	Activity Level	Duration in Days			
Without surgery, clerical/modified work	Modified	0-2 Days			
With arthroscopy, clerical/modified work	Modified	14 Days			
Without surgery, manual/standing work	Regular	21 Days			
With arthrotomy, clerical/modified work	Modified	28 Days			
With arthroscopy, manual/standing work	Regular	42 Days			
With arthrotomy, manual/standing work	Regular	56 Days			
With arthrotomy, heavy manual/standing work	Regular	84 Days			