

Attachment "C" - Medical Case Management Protocol

PROTOCOLS AND CRITERIA FOR MEDICAL CASE MANAGEMENT SERVICES FOR THE CITY OF SAN ANTONIO

The following protocols have been established to meet the City of San Antonio's (COSA) needs and contract terms. *All parties will do what is best for COSA and its injured employees* and if there are any exceptions to the below criteria and protocols, approval from COSA must be timely obtained and documented.

PROTOCOLS AND PROCESS FOR FIELD MEDICAL CASE MANAGEMENT (MCM)

Workers' Compensation cases will be considered for referral to Medical Case Management (MCM) under the following circumstances. Once the confirmation is complete for the referral, the assignment will be made electronically through the TPA's or its subcontractor's website referral process to validate the documented referral. TPA shall ensure immediate service.

A. Catastrophic (CAT) claims

- Fatality
- Spinal cord injury (paraplegia and quadriplegia)
- Brain damage
- Second or third degree burns over 50% of the body
- Amputation
- Impairment of vision or hearing of 50% or more
- Nerve damage causing paralysis or loss of sensation in a limb
- Massive internal injuries affecting body organ
- Significant shattering or nonunion of a limb

B. Employee has lost 4 weeks from work

- Return to work issues fall outside of those identified by Modified Duty Assignment (MDA) for Return to Work (RTW) "Best Practice Guideline" for specific diagnosis.
- There is no prognosis of care or RTW based on the DWC 73 or Evidence Based Guideline which will trigger a Field Case Management Assignment.

C. Multiple work injuries

- The claimant has multiple injuries and/or multiple providers and there is a need for better coordination of services.

D. Pre-existing medical conditions which may affect the course/scope of recovery of a work related injury

E. Other claims for which COSA or TPA deem a field medical case management is appropriate.

COMUNICATION PROCESS

A. Process for Medical Case Management Assignment

- The TPA adjuster will timely consult with the Claims Supervisor when there is a perceived need for a medical case management assignment. If the Claims Supervisor approves the request, then the request will be initiated and monitored by the adjuster.
- The request for medical case management must be specific with measurable and attainable expected outcomes which will be monitored by the respective adjuster.
- Medical case management reports will be sent only to the TPA adjuster.
- Medical case management billing will be sent through the TPA billing address:

B. MCM Communication

- The adjuster will provide job descriptions as necessary and will coordinate discussions regarding return to work.
- Reports: The assigned field medical case manager shall send a “visit day report” to the adjuster, followed by a written report every 3-4 weeks on each assignment.
- All correspondence shall be sent to the appropriate adjuster with copies to the claims supervisor. The claims supervisor shall review all correspondence within 30 days.
- TPA shall prepare a monthly spreadsheet of all claims that have been assigned to medical case management for review and discussion at meetings with City, and shall provide the spreadsheet to City at least 7 days prior to the scheduled meeting. The spreadsheet shall contain such data as required by City.

TYPES OF MEDICAL CASE MANAGEMENT ASSIGNMENTS

Definitions

Medical Case Management (MCM)

“Case Management is a collaborative process which assesses, plans, implements, coordinates, monitors and evaluates options and services to meet an individual’s health needs through communication and available resources to promote quality cost-effective outcomes.” (*CMSA-Standards of Practice for Case Management*).

Field Case Management Assignments: This is defined as referrals in which the directives for MCM can be met within a set number of visits. Typically visits are completed with the provider(s) and may or may not require a 1:1 visit with the injured employee.

Catastrophic Case Management Assignments: These referrals are made when catastrophic events occur; please see “A” above for criteria.