

Workers' Compensation Medical Services — Case Management

How we can nurse injured employees back to health.

The Hartford is committed to facilitating appropriate care in every workers' compensation situation, through early intervention and access to medical professionals. We have a staff of in-house nurses and contract with recognized national vendors to deliver nursing services. Our goal is to achieve the best possible outcome, enabling the injured worker to return to productive employment as soon as medically possible.

To accomplish this, The Hartford's nursing continuum offers a broad spectrum of services:

Full Integration with Workers' Comp Claims Handling Services

- TeleClaim for simultaneous workers' compensation loss notification referral.
- Network referral to obtain healthcare provider information.
- MedBill review to facilitate bill payment.

RN Specialists

- Coordinate claim treatment and knowledge of the customer's business and workers.

Telephone Case Management

- Three-point contact with employer, provider and injured worker.
- Medical protocol software to facilitate consistency in claim approach and tracking to measurable outcomes.

Telephone Utilization Management

- Timely pre-authorization of treatments, procedures and/or outpatient stays in accordance with jurisdictional utilization review requirements.

High Exposure Case Management

- Medical consultants handle large dollar value or complex indemnity claims.

Field Case Management

- Professional assistance for cases requiring long-term medical coordination.
- Local presence in the field.

Vocational Rehabilitation Services

- Focus on return to work considering jurisdictional expertise and vocational requirements.
- Knowledge of business and transitional employment.
- Assigned on a case-by-case basis.

Make sure your employees receive the medical attention they need to get back on their feet — and your business back on track.

For more information on The Hartford's workers' compensation program, please visit our Web site at www.sb.thehartford.com.

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