The Role of Medical Case Manager

The information below outlines the role of a medical case manager (MCM) in the North Dakota workers' compensation process.

Defining Medical Case Management
Medical case management is a collaborative process of facilitating a treatment plan to meet the medical and functional needs of an injured worker. WSI utilizes registered nurses to facilitate the process with the injured worker, employer, medical provider and claims adjuster.

WSI utilizes a MCM in the following (but not limited to) types of claims:
- severe burn
- amputation
- head injury
- failed or repeated surgeries
- multiple back claims/injuries
- potential catastrophic injury
- chronic pain

Medical Case Manager Role
In coordinating the treatment plan, a MCM may:
- attend medical appointments (injured worker may have private time with the provider)
- clarify questions regarding medical care and workers' compensation process
- discuss physical capabilities
- evaluate proposed medical treatment
- facilitate prior authorization process
- coordinate medical treatment among multiple providers

Examples of Medical Case Manager Role
Below are some examples of the MCM role.
- Treating provider recommends a diagnostic test such as an MRI. The MCM approves the MRI during the office visit to expedite completion of the test on the same day.
- Treating provider recommends a referral to a specialist. The MCM locates and coordinates medical treatment with the specialist.
- Treating provider recommends physical therapy. The MCM assists in locating a physical therapist and scheduling physical therapy appointment.

Approval of Services
The MCM may approve medical services such as (but not limited to):
- EMG
- Functional Capacity Evaluation
- Home Health Care
- Imaging (CT scan, MRI, bone scan)
- Therapeutic Injection
- Work Hardening/Conditioning

Importance of Return-to-Work
The MCM works with the provider and employer to develop and implement a safe return-to-work program. The goal of return-to-work is to help workers safely return to productive employment as soon as possible.

Reimbursement and Billing
A medical provider may bill for face-to-face discussion with a MCM utilizing the WSI specific code W0300, submitted on a CMS 1500 form.

Documentation must include reference to discussion with the MCM prior to, during or after the injured worker's office visit.

For more information
Providers should call Customer Service at 701-328-3800 or 800-777-5033.

On the Web: www.WorkforceSafety.com

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