



EK Health Services, Inc. –Telephonic Case Manager

A Telephonic Case Manager is responsible for providing telephonic medical case management for Worker's Compensation and Liability Injury Management programs. Case Management is a collaborative process to promote quality cost effective outcomes, which enhance the physical, psycho-social, and vocational health of individuals. This includes assessing, planning, implementing, coordinating, and evaluation of service options. The goal of the Case Manager is to assist the injured worker in receiving appropriate, cost effective medical care for their injury in a timely manner, and to expedite their return to work.

Position Logistics: Work from home during EK's standard business hours

Job Responsibilities include, but are not limited to:

- Once a file is identified as needing a Telephonic Case Manager, the TCM ensures telephonic case management activities are processed in accordance with EK's standard. Activities may include:
 - Completing referrals within computer database from either injury report or information gathered from the web-based system
 - Performs 3-point contact on new files and, depending on account, forwards within 24 or 72 hours from date of referral
 - Reviewing and evaluating all medical correspondence and provider reports obtained to determine work status of IWs or patients
 - Reviewing treatment plan history and direction of file with client, when necessary
 - Completing reports every 30 days, according to account profile. Providing a 24-hour update after all significant activity
 - Evaluating clinical status of claimant and researches for alternative options to treatment as warranted
 - Communicating with the claims examiners regarding directives, and provides updates on file status
 - Arranging transportation services when necessary and authorized
 - Evaluating therapy facilities and their progress on specific cases
 - Preparing comprehensive notes following any discussions had with IW, medical providers, claims examiners, and employers in the case file in EK TCM Ahshay and client system, per policy standards and procedure
 - Completing diary every 30 days, according to account profile. Provides a 24-hour update after all significant activity
- Accurately and efficiently identifying properly requested files for Triage and processes for determination of telephonic or field case management.
- Evaluating clinical files ongoing and ensuring care is medically necessary
- Identifying cases that are not utilizing the MPN or PPO network providers, and appropriately redirects IW to the network providers
- Ensuring productivity and timeliness of reviews follow EK and client departmental policies, standards and procedures
- Identifying and recommending referrals to Field-Based Case Management and EK Interpretation
- Handling all medical information and reports as confidential information, ensuring accuracy of files and notepad entries
- Attending in-service meetings and continuing education seminars, as appropriate

- Utilizing effective oral communication, written communication and organization skills and demonstrates the ability to prioritize case activities
- May act as preceptor for new or covering Telephonic Case Managers as requested by management
- Other duties as assigned

Qualifications

- Graduate of an accredited school of nursing
- Valid state-appropriate RN license in good standing with no restrictions (may require licensing in multiple jurisdictions)
- Possesses and can demonstrate the professional and technical skills needed
- Experience in Field Case Management, Workers' Compensation or Liability experience highly preferred, but not required
- Experience in Home Health Care, Occupational Health considered a plus
- High comfort level with computers and computer programs (MS Word, MS Excel, Email)
- Excellent Written and Oral Communication Skills
- Excellent Interpersonal Skills
- Strong Organization Skills
- Ability to work independently with minimal supervision
- Ability to meet deadlines in a high pressure, time sensitive environment
- Ability to lift up to 20 lbs
- Sit (approx. 75-100% of the time), stand (approx. 0-25% of the time), type (approx. 75-100% of the time) and do the job with or without reasonable accommodation.