



# CATASTROPHIC CLAIMS MANAGEMENT



**MIDLANDS**  
Beyond Coverage.

The effectual management of catastrophically injured workers is a cornerstone of a successful workers' compensation program. To achieve the best outcome, we coordinate, facilitate, directly manage products and services designed to achieve the most efficient medical care at the best possible rates. Our goal is not to simply oversee our partners' claims management services, but rather to pro-actively manage the loss. Catastrophic claims involve a multitude of complex medical and legal issues that necessitate expertise beyond a general workers' compensation claims background. In addition, the resources necessary to properly address unique issues associated with catastrophic claims must be brought to bear at the appropriate time. We partner with our clients from the outset which provides the best outcomes for catastrophic claims.

**WORLD-CLASS STAFF:** Our staff has an average of 25 years' experience managing complex and catastrophic claims. In addition, we employ an Independent Medical Director. Our Medical Director has more than 30 years in critical care medicine and is board certified in Pulmonology and Internal Medicine.

Midlands employs experienced registered nurses to assist in review of medical care and to address utilization review, medical bill review and pre and post medical bill negotiations.

We have attorneys to assist us with complex legal questions relating to potential third party recovery.

**VENDOR MANAGEMENT:** We have thoroughly vetted and selected industry-leading vendors, and when necessary, utilize these vendors to provide the best possible outcomes.

**SERVICES:** Our service offerings include, but are not limited to:

- Inspection of injured worker at the medical facility providing treatment. An MCAT professional will secure critical medical information from the medical facility, family and colleagues. This information will be relayed to the MCAT team to facilitate

the decision regarding length of stay.

- All medical care authorizations and payments for medical will be facilitated, coordinated and approved by the MCAT team. Midlands will have providers forward bills to Midlands for re-pricing (in network providers) and will send the Explanation of Benefits (EOB's) to Self-Insured or TPA for payment.
- Assess efficacy of outcome once time line has been reached (i.e., projections for cost and time involved) and expected Medical Exposure to Carrier going forward. Report will assess future exposure and will have several iterations before the final assessment of exposure. If the injured worker remains in critical care, an extension of exposure assessment will not be finalized until the injured worker reaches a palliative care phase.
- Complete an extensive report of loss including, thorough analysis of diagnosis and prognosis, assessment of risks, assessment of medical history and pre-existing conditions and their effect and relationship to the work related injury.

**CONTACT:** Randy Hermann at 800.800.4007 or email us at [MCAT@midman.com](mailto:MCAT@midman.com) should you wish to engage Midlands for MCAT services.



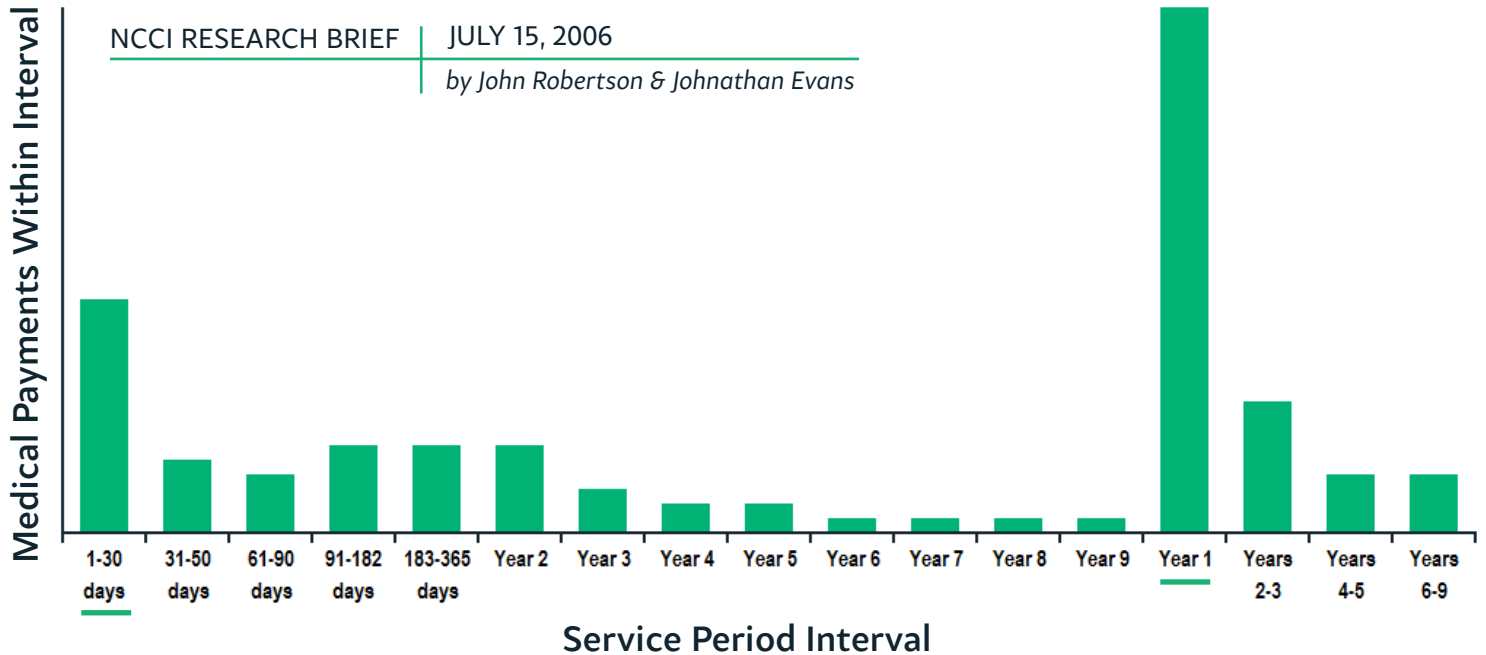
# MCAT EARLY INTERVENTION

## Medical Cost History

1. The most expensive part of a case is usually early after the injury
2. Various services and patient needs change during the duration of treatment...may be months or many years
3. Every time the patient receives a treatment or service there may be an opportunity to save money or improve care/outcomes

## When is the WC money spent? (more serious injury results in higher costs)

Based on accident year 1996 as of 12/31/2004.



Relative costs change with time, but the most expensive total costs occur early in the injury. Therefore, early reporting of potentially catastrophic cases is imperative.

# MCAT EARLY INTERVENTION

## Where can money be saved?

- ✓ Specialty hospitals (usually excellent care)
- ✓ LTACs (allow the early transfer of patients )
- ✓ Cost effective providers-physicians, public hospitals
- ✓ Drug costs (goal is to get close to the GH rates)
- ✓ Durable medical equipment costs
- ✓ Hospital bill audits and repricing (usually many errors)
- ✓ Home Healthcare/nursing-"right size" the care

Use of independent imaging and testing facilities (no hospital or provider owned facilities if possible)

## The Elements of Catastrophic WC Management

1. Early notification of a potential CAT claim
2. Real time access to medical and financial information. An experienced nurse case manager at the site may be needed in addition to the TPA. You and the carrier will be advised if Midlands thinks that may be necessary.
3. Monitor the medical progress of the injured worker, daily if needed. Be certain that standards of care are followed (guidelines)
4. Facilitate transfer of care to high-quality/cost effective providers as the situation allows, including Specialty hospitals
5. Timely movement of the patient through the healthcare system. Transfers to lesser levels of care in and out of the acute hospital (LTAC, Rehab, Skilled Nursing, etc.) THINK AHEAD!
6. Assist case management in developing long term treatment goals and plans after the acute phase of the injury is past (outpatient providers, drugs, DME, transition home or to a long-term care facility, etc.)