



Medical Case Management



Long the cornerstone of managing workplace injury, medical case management at Hoover involves the planning and coordination of healthcare services necessary to achieve the goal of medical rehabilitation. It includes care assessment, which may involve in-person interviews with the injured worker; the development, implementation and coordination of medical care plans with healthcare providers, workers and their families; and treatment evaluation.

Injured workers are entitled to medical care and treatment that is reasonable, necessary and related to their work injury, and employers/carriers must provide the injured worker such benefits. Part of the goal of medical case management is to ensure injured workers understand all available treatment options so they are able to make informed treatment choices.

In addition, injured workers have the right to select physicians and other healthcare providers, and employers/carriers bear the cost of that care, while retaining the right to take steps to ensure efficient delivery and proper use of those medical benefits. Such steps may include securing the services of an experienced medical case manager to follow or manage the treatment of injured workers.

Hoover Nurse Case Coordinators (NCCs) work indirectly as agents of insurance carriers, self-insured employers and third party insurers to help injured workers understand and obtain appropriate medical care, while performing duties and making interrogatories aimed at benefitting the employer/carrier. This role is fully explained to the injured worker at the outset of our involvement. While the injured worker may not always welcome such intervention, he/she does not have the right to refuse it.

For 30 years, Hoover has been employing Registered Nurses throughout the Eastern United States. Our NCCs are experts in providing case management services relative to workplace injury and possess an abundant knowledge of applicable workers' compensation laws. Our long-standing professional relationships with countless healthcare providers in the Mid-Atlantic – and their willingness to meet with our NCCs – is just one aspect of our 30-year service history that sets us apart.

Employers benefit from our case management success when they are able to maintain the employment of an existing worker and avoid the costs associated with hiring and training new workers. Our involvement ultimately helps them control the cost of workers' compensation. Medical case management benefits the carrier in terms of reduced costs when recovery time is shortened and unwarranted treatment is avoided.

Hoover Nurse Case Coordinators are highly trained and skilled medical professionals – Registered Nurses – who are experts in managing and following the care and treatment of workplace injury.

The involvement of our NCCs offers an invaluable opportunity for insurance carriers and employers to protect their interests in ensuring efficient delivery and proper use of medical benefits, while also seeing that injured workers receive the care and treatment to which they are entitled under the law...

Need to know more about medical case management?

A Hoover account representative is waiting to speak to you.

**Call 1.800.692.7294
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