



Telephonic Care Management



At Hoover, Telephonic Care Management (TCM) is employed as part of a comprehensive workers' compensation management program conducted in partnership with our customers.

The primary goal of TCM is to establish appropriate treatment and timely return-to-work plans for individuals who are injured on the job. Because early intervention is critical to the success of medical care management, the TCM process often begins with our receipt of the direct injury report.

Using proprietary, state-of-the-art software, our clinically experienced registered nurses coordinate the efforts of the involved parties – the injured worker, medical provider(s) and employer – to achieve timely and cost-effective claims results. Working within our disability management model, our TCM program focuses on controlling the claim and its associated costs from the point of referral through the return to work or other case resolution.

TCM Indicators

Telephonic Care Management can be an effective tool for achieving a return to work in the shortest time possible, but claims professionals may not be aware of the broad range of claims that can benefit from TCM.

You should consider TCM for any claim involving:

- Lost work time
- Medical only claims with surgery pending or more than a single diagnosis
- A worker with multiple claims with the same employer, more than one medical provider, a pre-existing condition, or a history of injury claims
- A worker who is injured in the first three months of employment or who is not taking ownership of his/her recovery
- Referral for diagnostic studies, physical/occupational therapy, chiropractic care or specialists
- Repetitive motion or joint injuries and fractures
- Re-injury of the same body part

We are experts at designing fully integrated programs that support our customers' managed care goals.

Our TCM program is conducted using superior technology that meets all customer and state data and reporting requirements.

Our integrated utilization review process is conducted according to state requirements and is a value added TCM service

Our dedicated TCM team undergoes specific training and regular quality performance reviews to ensure professional, consistent service.

Need to know more about TCM?

A Hoover account representative is waiting to speak to you.

Call 1.800.692.7294
or email hoover@hooverinc.com

Visit www.hooverinc.com