Who is Tandem Injury Management?

- A nurse owned and operated medical case management company, based in Manchester, NH
- A State of NH Department of Labor approved Workers Compensation Managed Care Organization
- All nurses working with injured employees are Registered Nurses and State approved Injury Management Facilitators
- Nurses are trained to manage occupational injuries that range in severity from minor to catastrophic/medically complex
NH is a Unique State for W/C Medical Care

- No fee schedule – carriers pay 100% of billed charges
- No prior approval is needed for treatments or procedures
- No mandated utilization review to assess for necessity or duration of care
- Medical bills related to an injury remain the responsibility of the carrier as long as treatment is required. The medical portion of a claim cannot be settled.
- Employers/carriers cannot direct care during any part of the treatment process
- Participation in a formal managed care program is the most effective way to control medical costs; Tandem’s Managed Care Network provides statewide coverage with well known high quality providers. Employees must treat in network unless out of network care is preapproved.

Advantages of Tandem’s Network & Managed Care

- Built to be a Workers Compensation Network
- Where able, due to good alternate provider options, certain specialties and provider groups with poor outcomes & high costs have been limited or eliminated
- Timely access to quality and efficient care, by utilization of Occupational Health providers who are the “specialists” of workplace injuries
- When appropriate, timely access to specialists without the lengthy delays sometimes associated with general healthcare
- Nurse/IMF review of injuries within 24-48 hours of reporting
Advantages continued…

• Nurse assessment of injury, immediate treatment needs, red flags such as co-morbid medical issues, treating provider issues, limited provider options due to location, etc.

• Assignment of telephonic or on-site nurse case management if needed

• On-going review of medical treatment needs and appropriateness of ordered care

• Develops relationship with injured worker to assist with care

• Nurse works closely with claims adjuster and HR to coordinate safe and timely RTW efforts to minimize lost time

Importance of Employer assisting with initial medical care

• The value of the employer’s role at the time of injury cannot be underestimated.
  • Inform and educate your employees about the Managed Care Network
  • The Managed Care Network offer CHOICES for where the injured employee can seek treatment
  • Remember, in NH you cannot direct care, but you can provide the names of in-network providers where they might choose to seek treatment (where available; Occupational Medicine is best)
  • Tandem is here to help your employees find an appropriate provider if they need assistance: 603-624-5660
  • Tandem can call the injured employee’s provider of choice to arrange an appointment for them – most Occ Med facilities are open to this and will see the employee the same day or even as a walk in
Managed Care Tool Box

- Managed Care Information
  - Introductory letter from Cross Ins. TPA to injured worker will include:
    - Employee Managed Care ID card
    - Rights and Responsibilities Sheet
- Copy of managed care provider network (electronic)
- In-Network Provider Options worksheets
  - Customized to employer locations
  - Provides several local in-network Occ. Med. Options
  - Lists provider address, phone number, hours of operation, and if walk-ins are accepted
- I will send you copies of the Rights and Responsibilities Sheet and Provider Options worksheets. The managed care provider network will be sent electronically

Tandem Managed Care Program
In-Network Provider Options*

Account Name: ABC INSURER

Effective Date: November 1, 2015

Occupational Health Care Providers

Network Area:

In-Network Occupational and Acute Care

- Fried Steuart
  - 111 Medical Plaza, Suite 100
  - Lebanon, TN
  - Phone: (615) 445-6500
  - Same day or next day appointment available, M-Th 8:30-5:30

In-Network Occupational and Acute Care

- D.S. Hospital
  - 123 Hospital Blvd, Suite 200
  - Lebanon, TN
  - Phone: (615) 555-1234
  - Same day or next day appointment available, M-Th 8:30-5:30

In-Network Occupational and Acute Care

- Tandem Managed Care Program
  - 456 Medical Center
  - Lebanon, TN
  - Phone: (615) 555-1234
  - Appointment available, M-F 9:00-5:00

*For a complete listing of all network providers, please contact your TPA representative or call Tandem at 615-555-1234

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QUESTIONS?