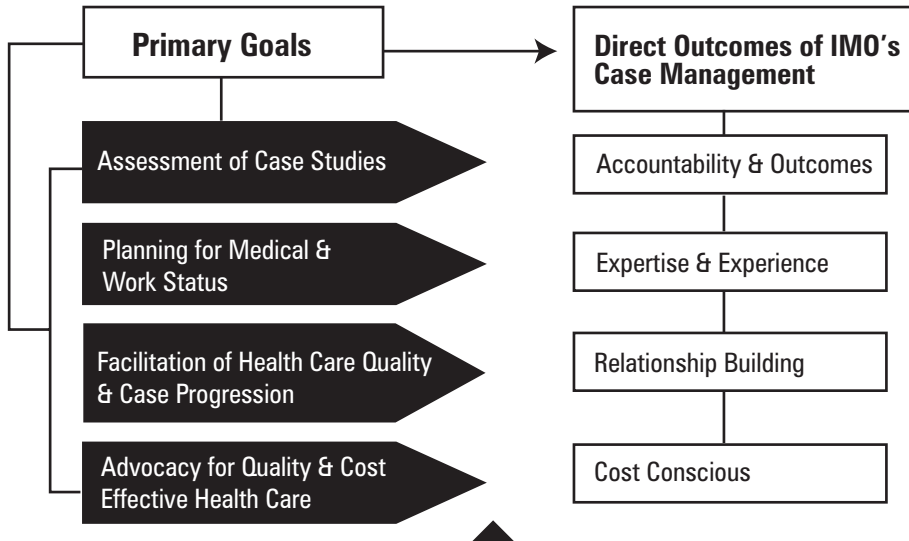


Medical Case Management Services



IMO's Framework of Care Quality, Time & Cost Conscious



IMO's **LEAP Program** includes:

- L - Leaders in the experience and expertise of our field
- E - Evaluators of the medical and work status to gain case progression
- A - Advisors to the person served and its client's to ensure expectations are met
- P - Planners to ensure case closure, efficiently and effectively

Field/Occu-Med Case Management

Definition: A bridge between the occupational and medical elements of an injury. The field case manager focuses on the abilities of the injured employee while addressing continued medical needs.

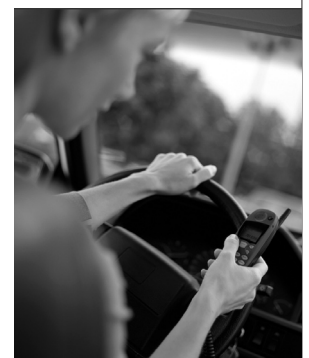
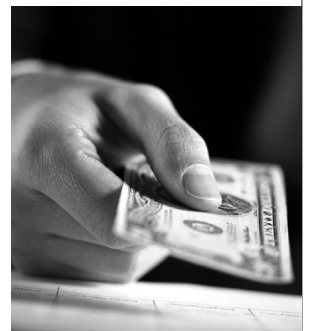
Unlike traditional case management, Occu-Med includes the employer as part of the rehabilitation team and focuses on "Medical Management" not "Medical Monitoring." Working partnerships between the employer, employee, medical providers and claim representatives develop creative return to work plans that bring employees back to work in an appropriate time frame and in a cost effective manner. IMO oversees all outside medical intervention and expedites a transitional return to work.

When you need it:

- When an employer is unsure how to reasonably accommodate an employee with physical restrictions or a specific work release
- When an employee is losing time at work or is back on a modified duty

How it helps: Prevents duplication and over-utilization of medical services; capitalizes on the available productivity and ability of the injured worker; and optimizes the use of available resources, minimizing unnecessary spending.

Medical Management Services



MEDICAL CASE MANAGEMENT SERVICES

About 80% of IMO's cases are closed within 120 days of referral.

Telephonic Or Limited Assignment

Definition: A 30- to 60-day immediate medical intake process that allows the case manager to monitor the medical status of the case and audit progress toward return to work.

IMO case managers review medical records then communicate with the employer, the insurer, the employee and the medical providers involved. One visit is made with either the physician, the carrier or the injured employee, allowing the case manager to impact the case in the most timely manner. The employer is provided with a medical and occupational overview documenting case status and progress toward return to work.

When you need it:

- In worker's compensation and group health cases where there is uncertain medical status
- During second opinions
- For early intervention as a key to timely case closure

How it helps: Prevents a case from escalating, thereby reducing medical expenditures and returning injured employees back to work sooner

Vocational Case Management

Definition: Vocational rehabilitation is used to help the injured employee return to an existing job type or learn skills that enable him or her to perform a new job with modified duties.

After a comprehensive analysis of the employee's past education, vocational training, work history and acquired and transferable skills, IMO vocational counselors help the injured employee identify and locate realistic alternatives with salaries that may be comparable with his or her previous job.

When you need it: When an employee can't return to his or her previous position in full duty or modified tasks.

How it helps: Reduces unnecessary indemnity pay-outs by the employer and insurance carrier and returns the employee to a fulfilling and satisfying work environment.

Catastrophic Case Management

Definition: Once a catastrophic injury occurs, IMO makes a referral immediately. Hospitalizations requiring extensive medical treatment need a catastrophic case manager at the front end for cost containment.

Why you need it: Complicated cases that require extensive medical care will result in costly services.

How it helps: The case manager acts as an essential communication link between the hospital, the patient's family members, the employer and the insurance carrier.

