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Executive Summary – Fall 2007

Utilization Review & Nurse Case Management

Utilization Review (UR) & Nurse Case Management (NCM) both play vital roles in a proactive and efficient managed care program.

UR ensures appropriate medical care for injured employees by applying evidence based treatment guidelines to requests for treatment. The application of evidence based treatment ensures favorable clinical outcomes and significantly reduces the costs associated with inappropriate and excessive/abusive medical care.

NCM works hand in hand with UR by coordinating care for injured employees with providers and ensuring their compliance with evidence-based medicine. NCMs are an invaluable liaison between an employer/claims administrator and the employee. NCMs assist the injured employee with concerns about their treatment, while guiding the employee along the treatment continuum, emphasizing functional restoration rather than palliation of symptoms. Use of a NCM helps to eliminate costs associated with multiple and conflicting medications, inappropriate and abusive treatment and unsatisfied/disgruntled employees.

UR & NCM function the same regardless of whether the requesting physician is a member of the employer's Medical Provider Network (MPN). Treatment requests from MPN doctors should still be peer-reviewed and referred to an external UR organization to ensure appropriateness and consistency of care. UR inserts another layer of clinical expertise into the picture. Additional review from qualified nurses and physicians ensures evidence based medical care and reduces associated costs. RWI has many clients who utilize a MPN but understand the necessity of maintaining a focused UR Program and peer-review to ensure favorable outcomes.

For the past 15 years, RWI clients have experienced better than industry standard treatment outcomes and cost savings with NCM. Since the enactment of the California Labor Code 4610, the combination of NCM **and** UR has contributed significantly to cost savings for our clients. The collaborative approach to managed care nets the most positive results for all parties.

For more information on RWI's services, please contact:

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