

## What We Do

- Match the expertise of physicians to the medical situation
- Identify areas of over-utilization, barriers to rehabilitation, and aspects that may represent suspicious activity or potential fraud
- Give the adjustor/examiner a physician to consult with as needed for the most challenging medical issues

## Medical Expertise for Difficult Claims

No matter how experienced a claims examiner may be, there will always be claims that elude settlement. In most cases, the medical expertise of a physician can go a long way toward moving the claim forward.

Paladin Physician Consultations use physicians to assist claims staff to better address complex medical cases and hard-to-close claims. After reviewing the history of patient medical records, physicians prepare in-depth summaries of their findings, giving claims examiners a solid platform for anticipating the potential of future medical expenses and laying the ground work for settling cases.

### HOW PHYSICIAN CONSULTATIONS WORK AT PALADIN

#### Step 1

Paladin receives the referral and adjustor/examiner contact information.

#### Step 2

Paladin launches the Physician Consultation process.

**The Paladin Physician assigned to the claim can also follow up on the analysis by monitoring the progress of the recommended changes.**

## Contact Paladin Managed Care Services today

Paladin is setting the industry standard for managed care services by involving physicians in every service. This unique approach incorporates the medical expertise of physicians at the level where it can do the most good — for our client, the patient, and the policyholder paying the premium. Our full set of physician-guided managed care services covers Clinical and standard Medical Bill Review, Case Management, Physician Guide and Utilization Review.

To learn more, call us at 800.559.5556, email us at [info@paladinmc.com](mailto:info@paladinmc.com) or visit us at [www.paladinmc.com](http://www.paladinmc.com)