

Benefits

- Makes physician guides available one on one, where possible, and by phone during normal business hours in all U.S. time zones
- Provides medical understanding and reassurance for complex or challenging cases
- Assists with many facets of the claim, as needed, including utilization review, medical litigation, and claim settlements
- Accelerates claims closings and, in turn, helps lower claims costs

Physician Guide

Clinical Expertise, Integrated Claim Strategy

Many claims examiners value the educated perspective of a professional nurse in their case management process. At Paladin, our Physician Guide service takes it one step further by assigning a dedicated physician to individual claims.

Each physician guide is skilled at consulting with patients, families, treating physicians, and employers, as needed. Guides also assist claims examiners in arriving at a better understanding of strategies for managing medical issues through:

- Follow-up communication with treating physicians and other providers
- Collaboration with providers on developing beneficial care plans
- A focus on moving toward maximum medical improvement (“permanent and stationary”), return to work, and case settlement
- Active involvement in cases in which there has been no measurable improvement in the patient’s rehabilitation

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, Rx Utilization Management, Physician Guide, Utilization Review, and Claims Analysis.

To learn more, call us at 800.559.5556, email us at info@paladinmc.com, or visit us at www.paladinmc.com.