

## Distinctions

### Physician Case Managers

- All current, unrestricted licenses in good standing
- Medical doctors or doctors in osteopathic medicine, many with board certification in various specialties
- Matched specialties where jurisdictionally required
- Deep practical and research experience, giving them the specialty skills for oversight of treatments and services under review

### Nurse Case Managers

- All current, unrestricted licenses in good standing
- Geographically disbursed to cover even the most remote areas
- Certified Case Managers (CCM), where available
- Bilingual field case managers, where needed

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**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).

# Case Management

## *Putting the Right Medical Professional on the Case*

In the managed care services industry, nurses typically manage the medical portion of claims, serving in the field as the eyes and ears of their clients' claims examiners. At Paladin, we believe that even the most experienced nurses don't always have the medical knowledge and peer-to-peer credibility they need to collaborate with treating physicians for the best possible results.

Paladin's Case Management service assigns the most appropriate medical professional to the case, whether it's a nurse, a doctor, or the coordinated services of both.

### PHYSICIAN CASE MANAGEMENT

We assign physicians to any claim that meets certain critical factors and may involve six weeks or more of lost work time, based on predictive modeling. Doctors not only manage the medical aspects of the case, they're also available by phone to consult on medical questions or concerns as they arise. Specifically, Paladin physicians:

- Oversee the patient's medical treatment, rehabilitation progress, prescriptions, and any post-surgical follow-up needs
- Work with the claims examiner and treating physician to ensure the best possible care without incurring undue costs
- Provide updates and assessments through roundtable discussions with claims examiners
- Participate in team efforts to settle and close the case

### FIELD NURSE CASE MANAGEMENT

For on-site medical management, Paladin collaborates with nurse case managers in the field to:

- Identify medical barriers to cost-effective treatment
- Establish goals and identify the point at which the case can be closed
- Reconcile case management invoices to prevent duplicate billing and ensure compliance with agreements

### 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.

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