

Catastrophic Case Management Services

Beginning April 1, 2008, related program management costs for catastrophic case management services may be eligible for reimbursement by the WCRA when the following requirements are met.

- ◇ Only catastrophic or complex medical claims as defined by the WCRA are eligible.
- ◇ Members need prior WCRA approval on a case-by-case basis before retaining the services of a catastrophic case management service.
- ◇ The WCRA must have ongoing involvement in case activities.

Contact Natalie Haefner, WCRA catastrophic nurse consultant, at 651-229-1803 or n.haefner@wcra.biz with any questions regarding these requirements or the use of catastrophic case management services.

Use of Best Doctors[®]

The WCRA approves the use of Best Doctors on select cases to enhance the effectiveness of claims management and optimize the overall outcomes of catastrophic or seriously injured workers. Best Doctors has a worldwide database of 50,000 top medical specialists in more than 450 subspecialties. Their expert catastrophic case management programs bring the clinical knowledge of experts to the problems of people with serious medical conditions.

Best Doctors has three different programs to assist WCRA members in managing catastrophic or complex medical conditions. The following is a brief overview of each of these programs and a list of potential eligible injury types.

“CatCare” Program. Best Doctors Catastrophic Care Program can provide real-time guidance from experts in trauma, rehabilitation, and other specialties, thus helping to prevent complications and ensure that best practices are being followed. Eligible injury types include the following:

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| ◇ Spinal cord injuries | ◇ Chronic cases with acute problems |
| ◇ Traumatic brain injuries | ◇ Infections |
| ◇ Burns | ◇ Multiple traumas |
| ◇ Blunt abdominal injuries | ◇ Premorbid conditions that complicate recovery |

“Legacy” Program. Best Doctors Legacy Program can help with complex or hard-to-resolve cases when claims professionals inherit the “legacy” of evolving clinical issues and unanswered questions. Best Doctors’ analysis and expert review can clarify the patient’s clinical problems, identify solutions, and help implement those solutions. This can result in increased control over the outcome of the claim, reduction in long-term medical expenses, and a better quality of life for the injured worker. Eligible injury types include the following:

- ◇ Reversible conditions
- ◇ Degenerative disorders
- ◇ Orthopedic conditions
- ◇ Spinal cord injuries
- ◇ Traumatic brain injury
- ◇ Chronic back pain condition
- ◇ Chronic regional pain disorder
- ◇ Transplantation candidate
- ◇ Back surgery candidate
- ◇ Unusual problems: toxic exposure

“Ask Best Doctors” Program. The Ask Best Doctors Program (ABD) can assist WCRA members with making the right medical choices at the right time. When you need answers to manage your claims, the Best Doctors experts can address your medical questions. The ABD Program is designed to assess data and provide direction and insight on evolving, potentially complicated cases. Eligible injury types include the following:

- ◇ Post-concussion diagnoses (narcotics prescribed)
- ◇ Herniated/bulging discs
- ◇ Nonhealing wounds/ulcers
- ◇ Pain two months post injury (narcotics prescribed)
- ◇ Infections: wounds, cardiac, pulmonary
- ◇ Proposed fusion for failed backs
- ◇ Soft tissue injuries/superficial burns
- ◇ Prosthetic options

How to Refer a Case to Best Doctors

After discussing and receiving preapproval from the WCRA, members will be provided with directions for making a referral to Best Doctors. More information on Best Doctors can be found on their website at www.bestdoctors.com.