



## **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](mailto:n.haefner@wcra.biz) with any questions regarding these requirements or the use of catastrophic case management services. Our July 2008 Rehab Advisory described the services offered by Best Doctors. This Advisory discusses the services offered by Paradigm Management Services.

## **Use of Paradigm Management Services**

The WCRA approves the use of Paradigm Management Services' fee-based programs on select cases to enhance the effectiveness of claims management and optimize the overall outcomes of catastrophic and medically complex injuries to workers under their jurisdiction. Paradigm specializes in providing catastrophic medical management to workers with serious and complex medical injuries and guarantees a clinical and financial outcome early in the injury management process.

Paradigm's process aligns clinical and financial resources with individual needs through a model, including:

- ◇ Expert physician consultation with attending physicians and ongoing case management oversight.
- ◇ On-site nurse case management anywhere in the country.
- ◇ Access to expert providers.
- ◇ Systematic case management.
- ◇ Provider network and discount programs.

**Catastrophic Outcomes Management.** For new catastrophic injuries, Paradigm offers specialized medical management contracts for Minnesota claims that guarantee a specific functional outcome for an injured person. Paradigm has achieved a 60 percent rate of release to RTW on catastrophic cases. Once the carrier/client agrees with the plan, Paradigm's

medical management team of physician specialists, on-site nurse case managers, and directors of clinical services manage the case in collaboration with providers anywhere in the country. During the contract period, Paradigm processes and pays all medical bills.

Catastrophic injuries include:

- ◇ Spinal cord injuries
- ◇ Brain injuries
- ◇ Burn injuries (flame, electrical, chemical, and inhalation)
- ◇ Multiple traumas and amputations

**Chronic Conditions Medical Management.** Paradigm also offers a fee-for-service medical management program for chronic cases with acute or long-term medical problems. Through an on-site systematic management approach, Paradigm's Medical Management Team develops and implements interventions to resolve or stabilize the medical condition and ensure systems are in place to prevent reoccurrence. These include:

- ◇ Establishing a qualified provider to enhance care coordination.
- ◇ Establishing protocols to optimize resource utilization.
- ◇ Establishing appropriate treatment plans.
- ◇ Developing strategies and plans for evaluating the home and current equipment for appropriate intervention.

**Chronic Pain Management.** Paradigm offers a fee-for-service contract for chronic pain syndrome or pain conditions requiring specialized medical management services. Paradigm offers a comprehensive plan designed to stabilize the medical treatment plan, manage behavioral and pain coping strategies, emphasize functional improvement, and reduce medication and intervention medicine dependencies. This program manages current medical utilization and establishes long-term behavioral and functional strategies to reduce ongoing medical costs and return to work.

### **How to Refer a Case to Paradigm**

After discussing and receiving preapproval from the WCRA, members will be provided with directions for making a referral to Paradigm. More information on Paradigm can be found on their website at [www.paradigmcorp.com](http://www.paradigmcorp.com).



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