Service Delivery Model

Claims Services

Eligibility Manager
Eligibility Adjudicators

Service Delivery Manager
Short Term Case Managers
Nurse Consultant

Service Delivery Manager
Long Term Case Managers
Nurse Consultant
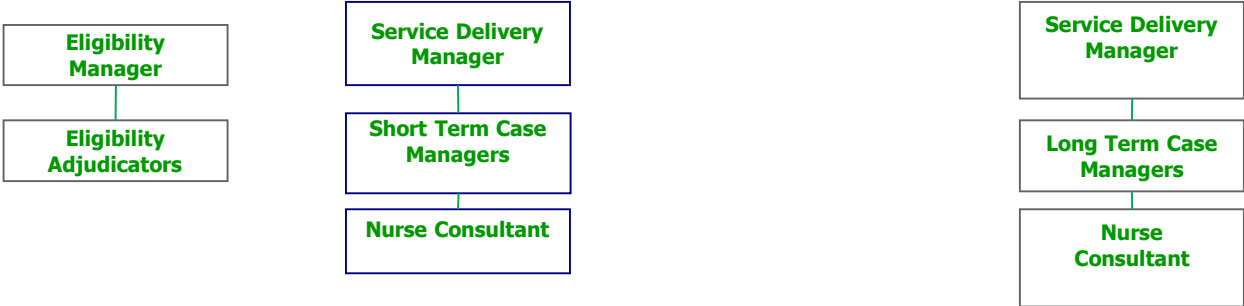
Supporting Roles:

Investigator   Return to Work (RTWS)   Work Transition (WT) Specialist   Medical Consultant (MC)

30 days   180 days

D O I   CRDM

Initial Entitlement

Short Term Case Management

Eligibility Area

Long Term Case Management