

A Collaborative Approach to Modified Return to Work.

Partnering with other areas to support RTW makes sense. The more times we reach out to discuss MW the more success we have in finding suitable RTW options for injured workers. We have been partnering with Account Management for a long time now but there continues to be opportunity to strengthen our connection.

This is where you come in! We are ready to pilot a new process that focuses on maximizing the RTW opportunities for injured workers. This pilot is kicking off with **E2 and E5** and based on success and feedback, it will roll out to additional teams. Your commitment and participation are key to a successful rollout!

Beginning on **Wednesday, August 19**, Account Management will be calling employers at the time of Adj transfer on claims where MW opportunities are not identified through the Adj/Emp discussion. Why? Adjudicators regularly and successfully negotiate Modified Work options for injured workers before they transfer claims to Case Managers. Where the discussion between the Employer and Adjudicator fails to identify suitable MW options, either as a pre negotiation or based on a current fitness level, an ACM may be able to help.

Details regarding roles and responsibilities and the process are available in the tabs above. Read on for more details!

Adjudicator	Case Manager	Account Manager	Supervisor
<ul style="list-style-type: none"> • Make sure you have discussed MW options as a pre negotiation or for a current fitness level prior to transfer • Record the details about the discussion in your CM transfer note including details about why MW was not available • Provide a copy of your transfer note to the "ACM Modified Work" Desk • <u>Do not refer Personal Coverage claims to ACM</u> 	<ul style="list-style-type: none"> • Be aware that an ACM will be calling the employer to discuss cases where MW opportunities were not identified during the Adj negotiation • Be aware that the ACM will complete an Eco MW note to document their conversation with the employer re MW • Be prepared to follow up with an employer when an ACM is able to reach agreement on MW options for an injured worker 	<ul style="list-style-type: none"> • Review Eco task list daily to identify MW call opportunities as assigned by ACM supervisor <ul style="list-style-type: none"> • Complete a MW call to the employer within 72 hours of the date that the Adj sent the file note • Complete an Eco MW file note documenting the call to the employer 	<p>CC Supervisor:</p> <ul style="list-style-type: none"> • Support Adj's with questions regarding ACM referrals • Gather and provide feedback on the process to ACM Supervisors <p>ACM Supervisor:</p> <ul style="list-style-type: none"> • Assign Adj file notes through Eco to ACM's on a daily basis • Gather and provide feedback on the process to discuss with CC supervisor for enhancements

