

48 Hour Early Intervention Contact :	claim	claim	claim	claim	claim	claim
Quality Dimension: To ensure quality communication with the Worker within 48 hours of claim referral						
Date Claim referred to Case Manager from Adjudication						
Date initial Contact was completed with Worker						
Number of business days to completion of the Initial Contact						
CRITICAL REQUIREMENTS						
1. Has the CM attempted to contact the worker within 48 hours of claim referral.						
2. Has the Initial Contact Checklist been completed						
NON CRITICAL REQUIREMENTS						
Have detailed notes as outlined in the Best Practice template been documented on:						
3. Mechanism of Injury						
4. Current Medical TX						
5. Prior medical Issues/claims						
6. Pre injury job duties						
7. ESRTW Status						
8. Education/Job History						
Average of Elements Scored						
Outcome						
NON SCORING REQUIREMENTS						
If Yes to Q2 have the app. boxes been completed in accordance with the status of the claim						
Has the Employer been contacted Y=Yes, N=No, A=Attempted						
Has the HC Provider(s) been contacted Y=Yes, N=No, A=Attempted						
Claim status as of QA review date						
Scoring grid 3 – Met all requirements 2 – Met partial requirements 1 – Requirement not met	Outcome Criteria REQUIREMENTS MET (RM) Average of elements scored is > = 2.00 AND all Critical Requirements are met. REQUIREMENTS NOT MET (RNM) – Average of elements scored is < 2.00 and no scores of 3 in any Critical Requirement.					