

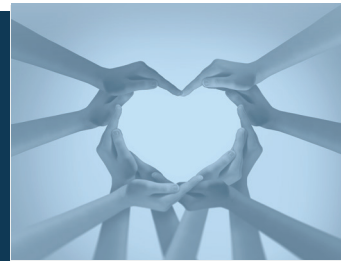
# Nurse Case Management Services

## What exactly is a Case Manager?



ISYS® Case Managers are licensed nurses who are experienced in supporting workers with injuries throughout the recovery process. We are a part of your healthcare team. We communicate with your doctor, the office staff, the insurance claims adjuster, and other providers involved in your care. We help you to thoroughly understand your diagnosis and treatment plan with the goal of assisting you in getting life back to normal as quickly as possible.

Your insurance claims provider covers the cost of case management. At ISYS®, our Case Managers are not employed by the insurance company—our role is as an objective party, enlisted to ensure that your treatment is progressing as expected. We work with your medical treatment team, your insurance provider, and your employer. If you are represented by an attorney, we work with the attorney as well. Our goal is to have a positive impact on your recovery.



### MISSION STATEMENT

ISYS® is an organization of people with big minds, big hearts, lots of spirit and good character. We work creatively and intensively to provide case management solutions and have a positive impact on those we serve.

<https://www.isyscm.com>  
800-992-8100

## Why a Case Manager?

There are many reasons an ISYS® Case Manager can be assigned to a claim. Here are a few examples:

- You were injured on the job, and your recovery has been delayed.
- You are recovering from multiple injuries at once
- You are recovering from a significant and traumatic injury
- You are ready to go back to work, but you have work restrictions.

When it is time to return to work, your Case Manager can help to facilitate your safe return to work, by working with your treating physician to determine your work abilities and restrictions. When you are able to return to work, your Case Manager may communicate with your employer, and help to arrange for your successful return to modified or full duty work. Getting back to work in some capacity helps to get life back to normal sooner!



## What my Case Manager does do:

ISYS® Case Managers can support you in your recovery process in many ways. Services are typically provided in person, but if that is not feasible, we can provide telephonic support. Here are some important things your case manager can do:

- Attend appointments with you.
- Advocate for your care needs.
- Help you understand the complexities of your injury and treatment plan.
- Help communicate your questions and needs clearly to your care provider.
- Assist you in understanding and selecting the best treatment options for your condition.
- Coordinate medical appointments, treatments, and therapies to expedite your treatment plan.
- Facilitate communication amongst all parties involved to reduce delays and prevent misunderstandings.
- Serve as a resource and central point of contact for you or your family members.
- Assist you in a safe and appropriate return to work.

## What my Case Manager does not do:

- Make decisions about payments
- Authorize treatments
- Act as a private investigator
- Force you to return to work

## Useful Websites

### California

Division of Worker's Compensation  
[www.dwc.ca.gov](http://www.dwc.ca.gov)

### Nevada

Department of Industrial Relations  
[https://dir.nv.gov/WCS/Injured Workers](https://dir.nv.gov/WCS/Injured_Workers)

### Arizona

Industrial Commission of Arizona  
<https://www.azica.gov/>

### New Mexico

New Mexico Workers' Compensation Administration  
<https://workerscomp.nm.gov/>

### Texas

Texas Department of Insurance  
<https://www.tdi.texas.gov/wc/>

### Louisiana

Louisiana Workforce Commission  
<https://www.laworks.net/>

## Workers' Compensation Abbreviations

PTP -	Primary Treating Physician
NCM -	Nurse Case Manager
MPN -	Medical Provider Network
RFA -	Request For Authorization
RX -	Pharmaceutical prescriptions
UR -	Utilization Review
NOV -	Next Office Visit
PR2 -	Progress Report written by treating physician
DME -	Durable Medical Equipment
PT -	Physical Therapy
OT -	Occupational Therapy
TTD -	Temporary Total Disability
PPD -	Permanent Partial Disability
MMI -	Maximum Medical Improvement
P & S -	Permanent and Stationary
RTW -	Return To Work
MOD or MD -	Modified Duties at work
QME -	Qualified Medical Evaluator
AME -	Agreed Medical Evaluator
IME -	Independent Medical Evaluator



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