**Case study: A short-term disability case study**

**The situation**
John was diagnosed with a head and neck tumor that spread to his regional lymph nodes. John’s care team created a treatment plan that included chemotherapy and radiation, followed by surgery to remove any residual tumor.

**Integrated services — coordinated care for better health**
John filed a short-term disability request for time off. The request was transferred to Disability Case Management for review. The case manager leveraged services available to John under his health plan, and contacted a cancer case manager, who then worked with John’s physician to manage treatment-related side effects (nausea, vomiting, fatigue and pain). Seven weeks into treatment, John expressed discouragement. He completed a depression screening, resulting in a positive diagnosis. With John’s permission, a behavioral health case manager became involved and developed a treatment plan. By week 12, John had made significant gains in both physical and behavioral health. The disability case manager ended up working with an entire team of specialty professionals.

**Result**
Through integrated health and disability management services, John received comprehensive care. His complex medical care, including mental health issues that were addressed early, were effectively coordinated and John returned to work as early as possible.

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**Case Study: A workers’ compensation case study**

**The situation**
Jane’s job in a manufacturing plant required moderate lifting. After a fall at work, Jane developed significant hip pain, and her physician recommended time off work. Jane’s medical condition was also complicated by obesity, hypertension and glucose intolerance.

**Integrated services — coordinated care for better health**
Jane filed a first report of injury (and FMLA). Over the next two months, Jane’s workers’ compensation case manager worked with Jane’s physician and orthopedist to ensure that she received physical therapy services. In addition, the case manager referred Jane to the company’s disease management program for her diabetes and to a wellness program where she received a discount at participating health clubs. Jane lost 10 pounds and her blood pressure and glucose levels improved. Jane’s case manager worked with several services to coordinate Jane’s care. These services included health plan, work comp carrier, short-term disability, nurse navigator, wellness programs, Family Medical Leave Act (FMLA) and case management.

**Result**
Through IDM coordinated services and frequent contact between case management and disability management, a number of important aspects of Jane’s health were successfully addressed, which resulted in a timely return to work.

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Please contact your broker, consultant or sales representative for more information. To call HealthPartners Worksite Health department directly, please call 952-883-7542.

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HealthPartners provides an integrated, whole person solution to workers’ compensation and disability management.
The value of integrated services

Managing your employees’ disability programs with multiple vendors can be tedious. Every illness or injury requires multiple points of coordination. This effort often increases employers’ administrative burden and results in disjointed care for your employees.

HealthPartners offers an integrated solution to address the whole person regardless of how or when an illness or injury occurs. Our coordinated approach ensures consistent, appropriate use of care and services resulting in better health outcomes and increased productivity for employer and employee alike.

Reap the benefits today!
- Increased quality of care
- Improved health and productivity
- Medical cost containment
- Reduced days away from work
- Reduces absenteeism and presenteeism

An integrated approach to better serve you and your employees

A package of services benefiting you and your employees

Cohesive disability services and resources in the integrated model include:

- **Workers’ Compensation Case Management**
  If an employee receives an injury on the job, our nurse case managers work with you, the provider, and the adjuster to ensure timely and appropriate medical care and a prompt return to work.

- **Short-term Disability Case Management**
  We focus on reducing the duration of disability-related absences and decreasing costs through early intervention and ongoing management of disability cases.

- **Family Medical Leave Act Administration**
  The FMLA provides up to 12 weeks of unpaid, job-protected leave within a 12-month period for eligible employees. We manage the leave to ensure that you comply with the law. Our service includes investigating requests, tracking time off and coordinating services with short-term disability and workers’ compensation leaves.

- **Certified Managed Care Network in Minnesota**
  Workers’ compensation certified managed networks provide prompt evaluation and treatment, encourage communication among employees, providers, employers and insurers, and educate health care providers about workers’ compensation return-to-work issues. They also provide medical care management to facilitate appropriate medical care and a prompt return to work. They facilitate a dispute resolution process for resolving disagreements between any of the parties on medical issues.

- **Bill Review**
  Our skilled medical review team conducts comprehensive professional reviews using a system designed to achieve savings on virtually any medical bill. We execute three layers of screening to optimize reductions in payment obligations.

- **Nationwide Discounted PPO’s**
  This package provides discounts below the workers’ compensation fee schedule. We offer a wide range of national discounted PPO’s and have access to specialty networks for pharmacy, chiropractic and diagnostic imaging.

Additional health plan and vendor services are part of HealthPartners integrated medical and disability management model. These services include utilization management, case management (including disease, behavioral and specialty case management), Employee Assistance Program, wellness programs, CareLineSM Service and Nurse NavigatorSM Program.

Our robust approach eases administration and saves you money, while providing better care for your employees. Though HealthPartners recommends the entire package of programs, you may purchase them separately.