

POSITION	Nurse Case Manager AKA Medical Management Nurse, Field and Telephonic
POSTING DATE	02/05/16
PREFERRED HIRE DATE	02/22/16
REPORTS TO	Director of Workers' Compensation and Managed Care
LOCATION	MEDEX, Newport Beach, CA
POSITION HOURS	8 a.m. – 5 p.m. or equivalent
POSITION CLASSIFICATION	Exempt
SALARY/WAGE RANGE	DOE

POSITION DESCRIPTION

PRINCIPAL ACCOUNTABILITY:

Under the supervision of the Director of Medical Management, or assigned designee, the Nurse Case Manager is the medical management liaison for Workers' Compensation claims administrators, employees, and providers. Additionally, the Nurse Case Manager functions as a patient advocate while working with injured workers. All employment related tasks are performed in accordance with MEDEX policies and procedures.

RESPONSIBILITIES:

The MEDEX HCO and/or MPN is responsible to ensure that all requirements as indicated in the applicable Labor Code sections (e.g. 4600.3, 4600.5) and California Code of Regulations (e.g. 9770 – 9779.9 and 9792.6) are met with full and complete compliance.

ESSENTIAL DUTIES:

- Contacts new HCO or MPN clients to introduce NCM services.
- Receives new reports of injury from reporting source.
- Follows all HCO or MPN guidelines and requirements.

- Utilizes the MEDEX HCO and MPN Provider Network.
- Medically manages all Indemnity claims from day of referral to P&S or end of HCO medical control whichever comes first.
- Utilizes the appropriate treatment guidelines (e.g. ACOEM, ODG, etc.).
- Provides utilization review services within the scope of a non-physician reviewer.
- Communicates all medical management information to claims adjuster.
- Coordinates return-to-work activities.
- Determines medical treatment plans for all HCO Indemnity claims.
- Utilizes preferred vendors as determined by the claims adjuster.
- Obtains secondary physician consultations when appropriate.
- Coordinates authorization of all medical treatment with CA.
- Sends appropriate letters to claimants in an effort to obtain compliance with medical treatment.
- Maintain timely communications with all medical providers.
- Acts as resource to claimants regarding their medical treatment.
- Identifies opportunities for Transfer of Care to the MPN
- Acts as an HCO and MPN resource for claims
- Maintains the appropriate documentation.
- Assesses the employee's work function level post-RTW.
- Responds to letters of representation with appropriate documentation.
- Responds to self-procured physicians with appropriate documentation.
- Manages telephonic and field caseload of 60 – 80 indemnity and medical only files.
- Acts as a resource for medical only as requested by claim adjuster or employer.
- Maintains confidentiality of all protected health information regarding claimants.

PHYSICAL ACTIVITY:

- Requires extended periods of sitting, phone work and data entry.
- Lifting less than 10 pounds.

PREFERRED QUALIFICATIONS:

- Previous experience in workers' compensation
- Bilingual or multilingual
- BA or AA degree
- Good organizational skills
- Effective oral and written communication skills.

REQUIRED QUALIFICATIONS:

- Current California Registered or Licensed Vocational Nurse License
- Competency in Microsoft Office and keyboarding.
- Effective oral and written communication skills.
- Ability to work independently, analyze medical information and arrive at sound clinical decisions related to continuing medical treatment.

ABOUT MEDEX

MEDEX is headquartered in Newport Beach and has been a leader in providing Workers' Compensation services to employers, insurance companies and carriers, and other clients since its founding in 1996. MEDEX is also one of the few organizations qualified by the state of California as a Workers' Compensation certified Health Care Organization (HCO). We are known for our quality service in minimizing the overall costs of Workers' Compensation claims by making proper medical care for industrial injuries easily accessible, helping clients navigate the abundant Workers' Compensation regulations, facilitating efficient and thorough case management, and providing a suite of services that complement our clients' goals. You can learn more about MEDEX at our website: www.medexhco.com



MEDEX is an equal opportunity employer.

Job Type: Full-time

Local candidates only:

- Newport Beach, CA 92660

Required experience:

- Nursing and case management: 2 years

Required license or certification:

- RN or LVN

Required language:

- Bilingual in Spanish preferred