



# Case Management Improves Outcomes & Lowers Employer's Costs

IMPROVING QUALITY OF LIFE AND LOWER  
EXPENSES FOR AN INJURY SUSTAINED BY AN  
OFFICER ON THE JOB.



## CASE OVERVIEW

A police officer in his mid-40s sustained severe injuries in a motor vehicle accident while responding to a call. This resulted in traumatic injuries, including a fractured pelvis and back issues.

Before FMCO became involved, the patient underwent ineffective spine surgery, nerve blocks, a spinal stimulator, and was prescribed dangerous narcotics—all without pain relief.

## CHALLENGES TO SOLVE



### Over-Treatment

Lack of a unified plan led to ineffective treatments from siloed providers.



### Long-Term Narcotics Use

Pain management providers used risky narcotics to address pain symptoms.



### High Costs for Ineffective Treatments

Costly spine surgeries and interventions increased employer costs without improving patient outcomes.

## THE FMCO SOLUTION

The dedicated nurse case manager shifted care to the FMCO provider network to create an integrated patient care plan:

- ✓ Unified case management across the physicians, physical therapists, and specialists treating the patient.
- ✓ Shifted pain management to physical therapy and non-narcotic medications.
- ✓ Removed the ineffective spinal cord stimulator.

## BETTER OUTCOMES



### Improved Quality of Life

Reduced pain, eliminated narcotics, and enhanced mobility to return the patient to an active lifestyle.



### Reduced Long-Term Costs

Lowered expenses for medications and costs of treatment by shifting to a home-based physical therapy plan.

Connect with FMCO now to provide better outcomes for your employees and reduce your Workers' Compensation.



(973) 257-5200

# Deli Worker Returns to Work 83% Faster Than Industry Guidelines

REAL-TIME SCHEDULING AND TARGETED TREATMENTS GET A MEAT CUTTER BACK TO WORK IN JUST 15 DAYS—60 DAYS FASTER THAN ODG BENCHMARK.



## CASE OVERVIEW

A senior meat cutter in his 30s sustained a hernia while lifting a 90-pound box of meat onto a cart at work.

First MCO received the case on the same day, and the nurse case manager quickly connected the injured worker with a top-tier, in-network surgeon specializing in hernia repair and Workers' Comp cases—delivering fast, expert care.

## CHALLENGES TO SOLVE



### Prompt Appointment with a Specialist

Surgeons often schedule months in advance, delaying critical diagnosis and treatment for injured workers.



### Potential Delays to Return to Work

ODG estimates 90 days to return to work, which is \$10K+ in lost wages and temporary staffing.

## THE FMCO SOLUTION

First MCO's dedicated nurse case manager scheduled an in-network surgeon who diagnosed and treated the injured employee within a day:

- ✓ Next day access to a specialty surgeon with Workers' Comp experience to minimize time out of work.
- ✓ Physician quickly repaired the hernia with a mesh in line with ODG and other industry best practices.
- ✓ Timely treatment eliminated the need for prolonged pain management and physical therapy.

## BETTER OUTCOMES



### Full Recovery


Prompt treatment by an experienced specialist resulted in an exceptional recovery timeline, eliminating the need for pain management or physical therapy.



### Lower Employer Costs

A speedy return to work saved the employer over \$10K in lost wage expenses and temporary labor costs.

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# Workers' Comp Expertise Drives Better Outcomes and Lower Costs

TARGETING CASES WITHOUT PRE-EXISTING  
CONDITIONS IMPROVES RESULTS AND REDUCES  
OVERALL COSTS.



## CASE OVERVIEW

A municipal worker sustained lower-body injuries after stepping in a hole while raising a flag at work. FMCO started with physical therapy, but after two weeks of persistent pain, further testing revealed hip damage requiring replacement surgery.

The surgery was promptly scheduled and successfully performed within the FMCO network, but the patient continued to report back pain post-surgery.

## CHALLENGES TO SOLVE



### Continued Unexplained Pain

The patient continued to experience pain, even after the injury was treated.



### Potential for Pre-Existing Conditions

The patient's age (50+) and prior work history suggested significant risk of prior injuries.



### Need for Second Opinions - Fast!

The team determined the need for additional orthopedic and spine specialists to identify other issues.

## THE FMCO SOLUTION

The dedicated nurse case manager leveraged the FMCO network to diagnose and set a plan:

- ✓ Expedited referrals for second opinions, and second opinion from identified pre-existing lower back issues.
- ✓ Identified unrelated prior injury that was causing the pain.
- ✓ Ensured employer-paid treatments were aligned with ODG.
- ✓ Cleared to return to work in 10 weeks and avoided costly spine surgery expenses.

## BETTER OUTCOMES



### Avoided Costs of Unrelated Treatments

Workers' Comp-experienced providers identified unrelated injuries that would have led to \$275K in unnecessary surgical costs—plus additional physical therapy expenses



### Full Duty Return in 10 Weeks

A focused treatment plan cleared the worker to return to full duty 20% faster than Official Disability Guidelines, avoiding additional months of temporary disability benefits.

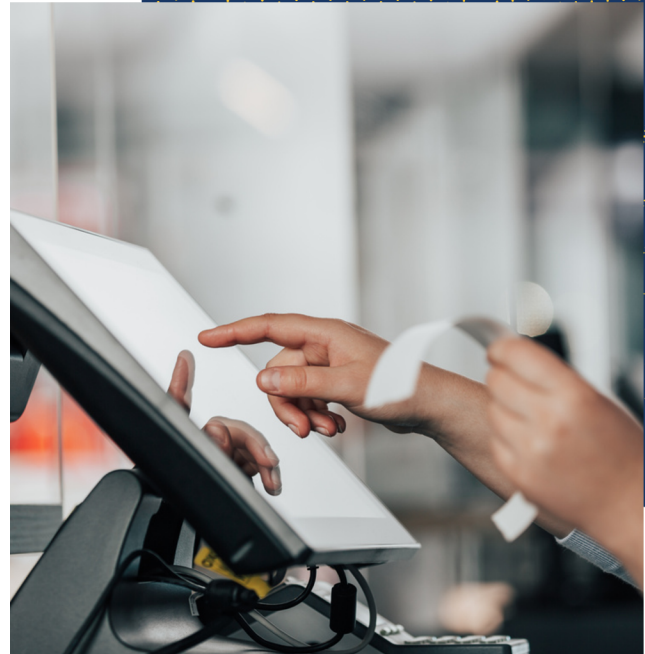
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# Injured Cashier Returns to Work 79% Faster Than Official Disability Guidelines

LIGHTNING-FAST ENGAGEMENT WITH EYE AND FACE SPECIALISTS DELIVERS BEST-CASE RECOVERY TIMELINE.



## CASE OVERVIEW

An older cashier at a leading national retailer sustained multiple facial injuries after falling at work. She injured her eyes, head, and nose, including the orbital area.

Immediate care to stabilize the situation was provided by the local emergency room, and FMCO was assigned the case the next day to create an integrated recovery and return to work plan.

## THE FMCO SOLUTION

The dedicated nurse case manager arranged next day specialist appointments to develop a personalized treatment plan:

- ✓ Scheduled in-network consultations with ophthalmology, facial surgery, and neurology specialists to address injuries to the face, nose, eyes, and head.
- ✓ Identified unrelated prior conditions to create a focused treatment plan avoiding the need for surgery.
- ✓ Promptly scheduled diagnostic tests to expedite treatment and avoid setbacks in recovery.
- ✓ The field case manager attended every appointment to keep the worker and her family fully informed throughout the process.

## CHALLENGES TO SOLVE



### Need for Multiple Specialists

Injuries to eyes, head, and nose required multiple specialists to create the best plan—which takes time.



### Potential for Treatment Scope Creep

The patient's age (50+) and prior work history suggested significant risk of prior injuries.



### Costly Surgeries Could Delay Recovery

The initial emergency room diagnosis suggested surgery, which could lead to treatment delays and increased costs.

## BETTER OUTCOMES



### Avoided Surgeries and Better Outcomes

Quickly identified out-of-scope issues and implemented solutions that avoided surgery, reducing recovery time, interventions, and costs.



### Full Duty Return in 18 Days

Focused treatment plan cleared the worker to return to full duty 79% faster than Official Disability Guidelines.

Connect with FMCO now to provide better outcomes for your employees and reduce your Workers' Compensation.



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