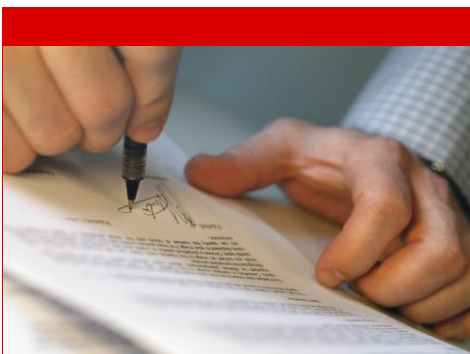




JOB READY SERVICES

YOUR STAMP OF APPROVAL FOR WORKPLACE FITNESS

July 2013 Issue



HOW TO GET YOUR INJURED WORKERS SEEN QUICKLY FOR FCES AND WORK CONDITIONING

We work with the best case managers and physician office schedulers! They have all of their client’s referral information and records on hand, they work with their patients and our office to schedule appointments, and they provide us with all the information they have to assist in our ability to provide quality services. Often times, they will go up, up, and way beyond their duties and take the time to contact the adjuster and provide us with the authorization. **There’s one potential problem with this:** the additional time needed to get the authorization results in **unnecessary delays** in treating the injured worker. The North Carolina Industrial Commission does not set a fee schedule for industrial rehabilitation services, including functional capacity evaluations and work conditioning. Instead, they have deemed payment for these to be “per agreement” which is a contractual agreement. This necessitates that we send a form to each adjuster for signature with our pricing before performing a service, unless we already have a contractual agreement with the carrier or a provider network. It serves as the documentation we need to ensure we are reimbursed per agreement. While the case manager’s or physician office’s authorization assistance is appreciated, it will unfortunately not allow us to see the patient sooner.

Our Services:

- Functional Capacity Evaluations
- Work Conditioning
- Job Analyses
- Fit for Duty Testing
- Employment Testing

So, how can a great case manager and appointment scheduler make sure that their patient is seen as quickly as possible? Schedule the appointment as soon as the referral is made and provide us with the contact information for the adjuster. If a verbal authorization has been given, please provide documentation and we will follow up with the adjuster to ensure they have received and signed the authorization form to confirm the appointment. Ask for a copy of the blank form to send in case the adjuster does not receive it, and email our staff to ensure we’ve received the authorization and confirmed the appointment. These small actions can make any case manager or appointment scheduler a superhero to our staff, as well as the patient, doctor, adjuster and employer who are waiting for the report.

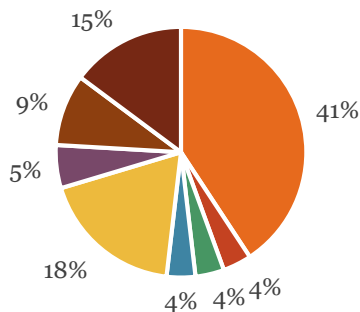
Employers – you can refer your injured workers directly to us for industrial rehab services. Remember that a Fit For Duty or a Physical Agility Test can be scheduled as soon as the patient is medically stable, to

determine their safe ability to return to work. If they are not safe to return to work yet, the test results will indicate the work-related deficit(s) and allow your healthcare providers to focus on treating only the work-related deficit and not pre-existing conditions.

-Submitted by Kathryn Willamor, Office Manager at Job Ready Services



WC Outcomes: Jul 1, 2012 - Jul 1, 2013



WE'RE LOSING WORK CONDITIONING PATIENTS – AND THAT'S A GOOD THING!

They are being released with recommendations to return to work in some capacity. Specifically, here's how it breaks out over the past year:

63% of participants were recommended to ***return to their regular job***

4% of participants were recommended to ***return to modified duty***

That's 67% of participants who were recommended to return to work in some capacity. NOTE: Some of these had already had an FCE, which was "invalid". If they had not participated in a work conditioning program, they would have been released "per the FCE" and ***may never have returned to work.***

2300 Westinghouse Blvd.
Suite 107
Raleigh, NC 27604

PHONE:
(919) 256-1400

FAX:
(919) 256-1403

E-MAIL:
michelle.morgan@
jobreadyservices.net

WEBSITE:
www.jobreadyservices.net

TWITTER:
JobReadySvc

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Only **4%** were ***discharged due to no effort***, **15%** were still in the program, and the remaining **14%** were either stopped by the physician, or were recommended to continue (but didn't for whatever reason).

FUNCTIONAL CAPACITY EVALUATION OUTCOMES

Over the past year, out of our FCE referrals, the outcomes were:

Valid: 51% **Invalid: 39%** **Equivocal: 10%**

What does that mean for you? It means that our outcomes are YOUR outcomes – when we provide the best, most objective services, **YOU look good!** When we help you get your clients, employees and patients back to work as early and as safely as possible – YOU look good! When we identify work-related deficits and focus on rehabilitating those deficits to facilitate a successful return to work, YOU look good! We want you to look good, but also want your clients, employees and patients to return to work safely. Don't base your decision to refer FCE's and work conditioning on the cheapest price – make sure that you have **evidence-based services** to provide the best return on investment and the safest employee/patient/client.

UPCOMING EVENTS

NCALGESO Conference in Wilmington – July 24 – Visit the Job Ready booth
Wilmington Safety School - July 25 & 26 – Debra Lord is featured speaker