

CASE MANAGEMENT SERVICES

**COUNT ON
CASE MANAGEMENT SOLUTIONS
SECOND TO NONE.**



Intracorp®

The people you count on.
The outcome you expect.®



NO ONE DOES IT BETTER THAN INTRACORP.

When you can proficiently and seamlessly manage more than 170,000 cases annually, you know you're doing something right. When you can claim a 4:1 return on investment, ascertained by the most credible savings methodology in the industry, you know you have something of true substance to offer. When you sustain the broadest geographical coverage in the U.S., you know you can assess regional trends and data better than anyone, and deliver consistent results.

At Intracorp, our case management model puts our expertise at the center of the medical management equation, allowing us to streamline interaction, coordination, and integration between the claimant, claims payor, employer and provider. Through this model, we are able to determine the most appropriate intervention to produce the best medical outcome and the fastest return to work, on a per-case basis.

Our clients have seen phenomenal results compared to traditional case management models and have consistently realized results like: a 30% to 40% decrease in disability duration, a 30% increase in network penetration and a 30% reduction in indemnity/medical costs. Count on the industry leader for tangible results.

CASE MANAGERS MAKE IMPORTANT DECISIONS. COUNT ON INTRACORP TO PROVIDE THE VERY BEST.

Intracorp offers the most experienced staff of case managers, with the highest retention rate in the industry. 100% are degreed or credentialed, 85% hold national certifications, and they collectively represent a diverse range of cultures and languages. These invaluable professionals produce consistently exceptional outcomes throughout the country, and we are proud to say that we are their employer of choice. Our case managers focus on optimal recovery and return to work by coaching the claimant; negotiating the most appropriate treatment and safe, early return to work with the provider; working with the employer to promote optimal and sustained return to work; and helping the payor resolve the claim faster.

YOUR STRATEGY, OUR EXPERTISE.

Business strategies that include a complete approach to health and productivity management need common case management and return-to-work solutions, for both occupational and non-occupational absences, to realize their goals. Intracorp provides the building blocks needed to execute those strategies with predictable results nationwide. At Intracorp, we have a strong history of doing it right because we listen and stand behind what we recommend.

WHEN YOU PARTNER WITH INTRACORP, YOU PARTNER WITH CONFIDENCE.



EXPERIENCE

A SIGNIFICANT DIFFERENCE...

- Custom-built management services with a seamless link between telephonic and onsite case management
- Utilization Management decisions linked to bill review system
- Early intervention programs designed to reduce duration of both occupational and non-occupational injuries and lost time from work
- Strong clinical fee management program with automated alerts and triggers
- Intracorp Preferred Care Network designed to improve savings while maintaining the choice, flexibility and access that customers desire
- Targeted programs designed to expedite Maximum Medical Improvement (MMI)
- Proprietary return-to-work database of over 17,000 job analyses and traditional work assignments
- Reduced medical and indemnity costs
- National 24-hour catastrophic case management
- Certified Managed Care Organization (MCO)
- Complex Case Management for chronic pain resolves high dollar complex claims



TECHNOLOGY

PREDICTIVE MODELING SOLUTIONS AND CLINICAL ALERTS DRIVE OUTCOMES.

Intracorp uses proprietary predictive modeling software to identify key claims cost drivers. By combining patient, provider, medical and disability information, Intracorp's data warehouse enables analyses that can identify patterns, trends and impact. We can benchmark your outcomes against those in our database, or against industry databases, to gain a clear picture of your managed care program's effectiveness.

Intracorp's RiskIDSM technology monitors claim-level treatment patterns in medical bill data to identify opportunities for case management intervention as soon as clinical risk is evident throughout the life of a claim. It triggers clinical alerts based physical medicine, medication safety and surgery triggers when provider treatment patterns, prescription drug use and surgical utilization fall outside of guidelines. This continuous data mining seamlessly links your case management and bill review programs, maximizing claim outcomes and reducing overall administrative burdens.



OUTCOMES

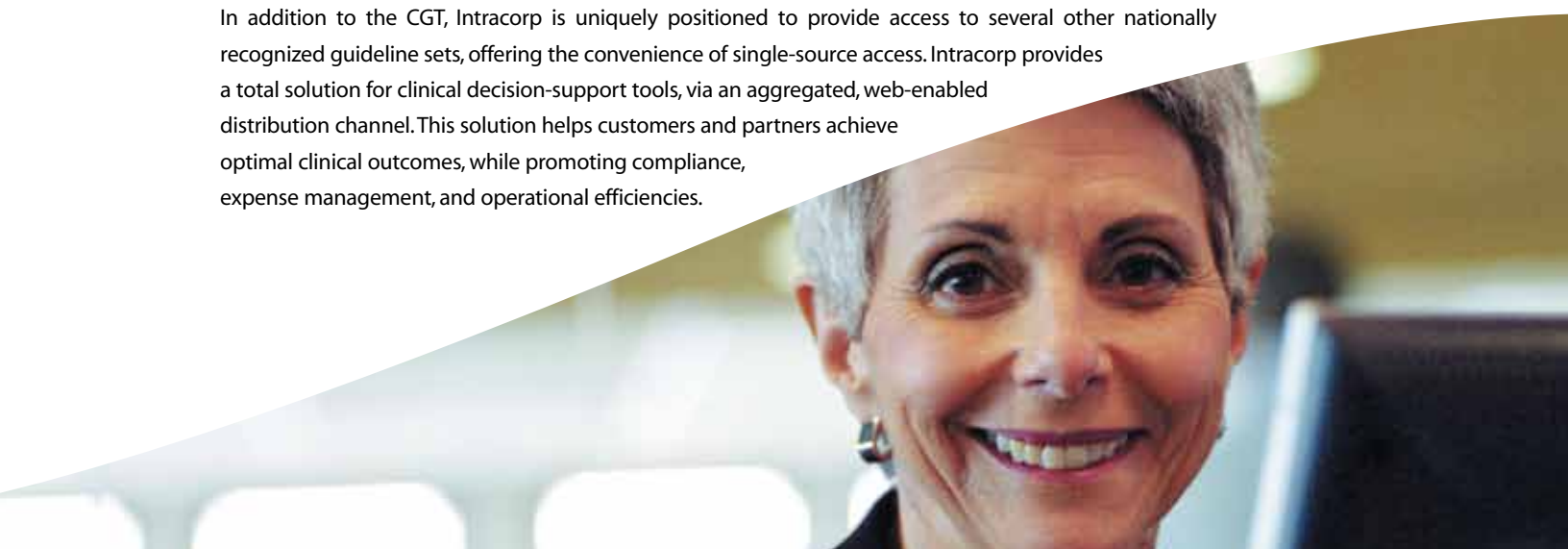
POWERFUL TOOLS AND TECHNOLOGY.

Our Web-based tools enable customers to access a variety of Intracorp and industry resources; and our patient-centric software has advanced decision-support tools to aid and speed case management decisions. Our proprietary evidence-based treatment and disability guidelines, the Clinical Guidelines Tool[®] (CGT), assist case managers in treatment negotiations and RTW release. These guidelines were developed by teams of providers using extensive resource reviews.

In addition to the CGT, Intracorp is uniquely positioned to provide access to several other nationally recognized guideline sets, offering the convenience of single-source access. Intracorp provides a total solution for clinical decision-support tools, via an aggregated, web-enabled distribution channel. This solution helps customers and partners achieve optimal clinical outcomes, while promoting compliance, expense management, and operational efficiencies.



IMPACT



THE MOST COMPREHENSIVE SERVICES IN THE INDUSTRY

Pre- or post-loss, Intracorp offers a full continuum of disability management services to optimize return to work, appropriate for both occupational and non-occupational injuries and illnesses, that are tailored to your needs.

		INTRACORP	COMPETITORS' STD/LTD	COMPETITORS' WORKERS' COMP
PRE-PROGRAM CONSULTATION	Comprehensive claim analysis	●	▸	
	Return-to-work program consultation and design	●	●	
	Supervisor and manager training	●	●	
	Employee communication tools	●	●	
PRE-PROGRAM CUSTOM JOB DATABASE DEVELOPMENT	ADA-compliant job analysis by essential functions (Web-based)	●	●	●
	Customized transitional duty database (Web-based)	●		
	Validation of specific transitional duty options with operational line management	●		
ERGONOMICS	Worksite/workstation analysis	●	▸	●
	Ergonomic training	●		●
MANAGED MEDICAL RETURN TO WORK	24/7 nurse information line	●		▸
	"Day-one" return-to-work program	●		
	• Transitional duty managed to full return	●		●
	• Individual job analysis	●		●
	Clinical case management	●	●	●
	• Early intervention telephonic case management services	●	●	●
	• Field-based medical and vocational case management	●		●
	• Behavioral case management	●	●	
	Specialty case management services	●		●
	• Catastrophic case management	●		●
	• Life care planning	●		●
	• Medical cost projections and Medicare set asides	●		●
	• Forensic services	●		●
	• Complex case management	●	▸	▸
	On-staff physician advisors	●	●	▸
	Tools and technology	●		
	• Proprietary, evidence-based clinical and duration guidelines	●	▸	
	• Web access to state-mandated treatment and duration guidelines	●		
	• Customer real-time access to case information through the Intracorp Claims Inquiry System (ICIS)	●		▸
• Custom job database with transitional duty options	●			
• Integrated case management software platform	●		▸	
PROGRAM ANALYSIS	Web-based reporting: detail, summary, trend and benchmark	●	▸	▸
	Consultative claim outcome analysis	●		

Refer a case with one toll-free call:

1.877.391.2255

Refer a case online:

www.intracorp.com

"Intracorp" is a registered service mark of International Rehabilitation Associates, Inc., a Delaware corporation, doing business as "Intracorp." Intracorp is not an insurance company. Intracorp products and services provide a comprehensive array of disability management and workers' compensation services designed to optimize health outcomes and facilitate timely returns to work. This provides a brief overview of some of the products and services offered by Intracorp. If you are interested in a particular product should contact Intracorp for a complete description of the product.



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