Workers' Comp

Injured Employee Receives COVID Recovery Therapies

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Problem

An injured employee, with co-morbities, received treatment at the emergency room before eventually testing positive for COVID-19. She was confined to her home for 30 days and diagnosed with long-haul COVID. She underwent in home physical, occupation, and speech therapies and was at risk for a lung transplant.

Solution

A case manager was assigned to ensure the medical care was appropriate and on track with ODG guidelines. The case manager focused on clarification of ongoing medical treatment needs and functional improvement. She coordinated care at Rehab Without Walls, which helped wean her from oxygen, while also receiving Cognitive Behavioral Therapy to increase her memory skills. This combination of multiple therapies, by a specialty provider, improved her symptoms and led to a full duty work release.

Outcome

The therapies that the case manager recommended and coordinated improved her lung function and she avoided needing a lung transplant. The holistic approach to her care led by the case manager resulted in significant cost savings.

“You guys are my favorite! The nurses are super responsive and always on top of my claims. They are proactive, always available for calls with my accounts, and I genuinely cannot do my job without them. They all go above and beyond my expectations and are always great with the claimants.”

-Sarah Fellows Claim Representative

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