Workers' Comp

Match the Right Field Case Manager to the Claim

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2 MIN READ

When a claim is moving fast, finding the right field case manager should not slow you down.

The strongest results come from a clear match between the claim's needs and the case manager's qualifications. This ensures the claim keeps progressing and supports steady progress for the injured employee.

Enlyte's Field Case Manager Locator was built for claim professionals to help you search, filter and place a referral with confidence.

It helps you quickly confirm coverage and identify that there is a case manager exactly where you need them, with filters for location, credentials, licensure, certifications and language support.

Why Finding the Right Case Manager Matters

Finding the right case manager for your claim is important because it affects both the pace of the claim and the injured employee's experience. A case manager with the right certifications and clinical background for the injury can engage treating providers with credibility, ask the right questions and focus everyone on practical next steps. Just as important, the right fit for the injured employee, including language needs, helps build trust, reduce confusion and frustration and improve follow-through on appointments, restrictions and care plans. That is where a case manager lookup becomes valuable. It helps you quickly identify a case manager who is well-suited to the claim and can communicate effectively with all parties to keep progress moving toward recovery and return to work.

Key Criteria to Consider

- **Specialty alignment:** Start by selecting the case manager type that matches the work ahead. The Locator supports searches for catastrophic nurses, medical case managers or vocational case managers.
- **Credentials and licensure:** Confirming credentials and licensure supports compliance and reduces downstream risk, especially when a claim crosses jurisdictions or has sensitive clinical concerns.
- **Certifications:** Certifications give you added confidence in the case manager's training and discipline for complex coordination. They also strengthen documentation quality when decisions require clear clinical support.
- **Language preferences:** Language support is an essential claim driver, not a courtesy add-on. When the injured employee can communicate in their preferred language, expectations are clearer, follow-through

improves, and misunderstandings drop. The Locator lets you select a match including language options.

How It Works, in a Few Quick Steps

- Search by ZIP code, city or state
- Filter by specialty and qualifications
- Confirm credentials and licensure
- Select a match, including language options
- Quickly place a referral

Where to Access the Locator

Access the look up tool here, or visit the Adjuster Resources page and select **Find a Case Manager** from the **Quick Access Tools** section.

When you need to move quickly and accurately, the right case manager match can keep the claim moving forward with clarity and confidence.



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