



## Case Management Program Welcome & Disclosure

Welcome to PACBLU's Case Management Program. As a participant in this program you will be provided with case management services within the provisions and obligations of the applicable State Workers Compensation Act. The qualified Case Manager noted below is assigned to provide you with medical case management services.

Case management promotes continuity in medical care by encouraging a team approach to treatment. The Case Manager may coordinate services to meet an individual's healthcare needs, using communication and available resources to promote an optimal recovery from work related injuries or medical conditions.

A Case Manager assists with communication between the injured worker, employer, healthcare provider, insurer, and legal representative (if applicable). Other duties may include functioning as a resource to the injured worker regarding any medical concerns, coordination of healthcare treatment, gathering of information, coordination of independent medical evaluations or second opinions, and scheduling and attending appointments.

Written notification of any case management actions or recommendations, or a rationale for providing you case management services will be provided upon request. If you have a concern or complaint regarding your case management services you may contact your Case Manager through the phone number listed below.

PACBLU has been requested to provide services within the scope of the applicable Workers Compensation Act. Your employer/insurer is obligated to pay for these services under Worker's Compensation Act and pays PACBLU directly for services rendered. Under the Workers Compensation Act, PACBLU may share your healthcare information with parties such as your provider, insurer, and employer as it is necessary for the management of your claim.

Enclosed you will also find the Consumer Rights and Responsibilities Statement and the CM Program Consent form. Please review these documents, sign the consent form, and let your Case Manager know if you need any further information.

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