

# Case Manager

## Job Description

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### Main Objectives

Case Managers are the client's primary point of contact with the firm from immediately after signing up to the time a demand is mailed out.

1. Client Contact. Timely answer and return all client calls.
2. Case Development. Timely confirm all avenues of recoverability, make appropriate treatment referrals, and escalate as necessary.
3. File Documentation. Immediately document all available data in the case file. If it's not in the file, it didn't happen.

The Case Managers identify value builders in cases, clear liability, keep clients reasonably informed as to the status of their case, and ensure that clients are receiving consistent & appropriate medical treatment.

### Main Tasks

- Contact client within two (2) hours of sign up
- Contact client every two (2) days during Recoverability Stage
- Contact client every two (2) weeks during Treating Stage and Pre-Demand Stage
- Utilize substages as appropriate
- Set up appropriate medical treatment
- Immediately request LOPs for treatment
- Locate and confirm coverage on all applicable policies
- Achieve average Recoverability cycle time of less than 20 days
- Establish Liability with all applicable insurers
- Confirm all medical providers with client once released
- Request medical records and bills once client is released
- Request demand when all records and bills are received
- Notify client of demand being sent and transfer to negotiations
- Timely escalate potential HV cases to CSM and attorney
- Timely submit files for drop review
- Follow escalation guideline when applicable
- Return all calls by end of business day, if after 3pm, by 10am next business day