

Success Story



Berkley Industrial Comp Case Study

Below you can follow the story of Joe's workers' compensation claim as it is handled by the RESOLUTION Team. Berkley Industrial Comp is committed to providing timely, proactive solutions by offering personal attention through unparalleled accessibility, expertise, flexibility, empathy and collaboration.



Joe, a **57-year-old male** works a full time job as an **equipment operator** in a high hazard industry.



He falls at work and suffers a significant **fracture that will require major surgery.**



Joe needs immediate **medical care.** A center of excellence and a network facility with a trauma surgeon is selected.



A **field nurse case manager** is assigned to meet with Joe and his family. His status is observed and tracked.



The **RESOLUTION Team** examines Joe's case. A **RESOLUTION Specialist** is assigned to the case quickly and informs Berkley Industrial Comp's **on-staff nurse and medical adviser** of the claim.



The **RESOLUTION Team** manages the case along the continuum of care. Bench marking against **ODG/ACOEM* guidelines and best practices standards of care** with assistance of Berkley Industrial Comp's contracted medical vendors.



Optimal outcomes were achieved regarding both the patient's **length of disability and quality of care provided.**



Joe reached both **maximum medical improvement and return to work timelines** below the benchmark standards.



The **RESOLUTION Team** settled the claim and Joe **returned to a normal life and the job he loves less than 6 months from the accident** (which was **68 days less than the minimum benchmark for RTW**).



Upon release from care, Joe **was not prescribed any medications.** His post-op pain treatment plan addressed **non-narcotic alternatives.**

The utilization and cost containment initiatives appreciated positive medical outcomes with a total savings of over \$29,000.

Thanks to the open communication between the claimant, physician and the RESOLUTION Team, there was positive forward progression for a successful outcome.



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