



# An easy choice for complex care.

Cover  
Lawanna B.  
Injured Worker

Left  
Marlys Severson, RN, BSN, CCM  
Paradigm Case Manager

With our service-oriented approach and the industry's most expansive set of case management services, Paradigm Complex Care Solutions delivers reliable, cost-saving results for workers facing a challenging recovery process.

Our depth of expertise and a nationwide reach give us the power to handle cases of any kind. And our award-winning culture means we attract and retain the best talent and ensures we deliver the best possible outcomes for a broad range of complex cases.

*“Often, the chances of the injured worker getting better or recovering are huge. I’m proud to be part of the team that helps them transition from hopeless to hopeful.”*

# Bringing certainty to complex cases.

When a worker's injury is complex, the path to recovery is unpredictable and has the potential to be quite costly. From early intervention to return-to-work, our unique solutions make a positive impact at any point in a case's evolution. Paradigm's long history of success in complex cases gives you certainty that you're making the best decision for your worker and for your bottom line.

Brook Feerick, RN, CCM, CLCP  
Paradigm Case Manager



## Case Management

With complex cases, having the right team in place is everything, and we have more than 500 skilled case managers on the front lines providing measurably improved results. Our case managers use their clinical expertise and proprietary data insights to guide the care, working directly with medical professionals and maintaining vital communication with everyone involved in a case: employers, insurers, and the injured worker.

## Complex Pain

Unresolved pain is an unwanted and all-too-common problem for workers who suffer from complex injuries. Because we recognize that every pain problem is unique, we offer a comprehensive approach to resolving pain-related issues that's unique, too. We manage both chronic and emerging cases through a biopsychosocial lens, and our physician experts oversee customized, integrated treatment plans to help injured workers resolve pain problems while limiting the use of narcotics.

## Physician Advisory Services

Our panel of more than 70 highly specialized medical experts has the workers' compensation experience to cut through standard processes so each worker receives the correct diagnosis and the correct treatment. Our skilled second opinion and consulting services help you avoid paying for unnecessary tests and procedures, while ensuring a faster return to work, reduction in overall costs, and better health for the injured worker.

## Nurse Triage and Telepresence

With our 24/7 nurse triage service, we intervene within moments of a worker's injury so they get the right care—fast. In just one encounter, we can seamlessly take them from triage to a physician televisit if needed, all without the worker leaving the work site. Our approach reduces both unnecessary ER visits as well as OSHA recordable injuries for the employer.

## Transitional Return to Work

Research shows that if an injured worker is off the job for three months, the chances of them ever returning to full employment is slim and the cost of the claim balloons. When an employer is unable to provide return-to-work during the recovery period, our team of vocational experts will find an appropriate role in an alternative environment. The work is meaningful and gives the injured worker a sense of purpose while helping promote healing of both their body and their spirit.

*“The camaraderie of our care teams is just remarkable, and I love that the work we do helps injured people live fuller lives.”*