

Timelines	DOL Nurse Quality Care Management Services*	Integrated MCM Team Best Practices**
Illness: Day 1 through claims adjudication (usually 90+ days)†	<p>Not routinely offered</p> <p>Individual cases may be referred for advice/assistance or vocational rehabilitation.</p>	<ul style="list-style-type: none"> • Maintain contact with ill worker, supervisor, and/or treating physician pending claim adjudication. • Facilitate needed diagnostic testing and collection of medical and exposure data needed for adjudication. • Coordinate limited duty assignments and needed work area corrections.
Illness: Adjudication to maximum medical improvement (MMI)†	<p>Not routinely offered</p> <p>Individual cases may be referred for advice/assistance or vocational rehabilitation</p>	<ul style="list-style-type: none"> • Maintain contact with ill worker, supervisor, and/or treating physician. • If claim is accepted, facilitate needed care, if MTF selected. • Review medical progress reports and recommendations. • Coordinate limited duty assignments and needed work area corrections. • Participate in long-range planning for duty assignments if permanent partial disability results after MMI reached. • If claim is denied, assist employee and personnel with reasonable accommodations issues under Americans with Disabilities Act/ Rehabilitation Act of 1973.
Non-Lost-Time Injury†	Not offered	<ul style="list-style-type: none"> • Coordinate safe light duty assignment, appropriate medical care, and eventual return to regular duties.
Lost-Time Injury: Day 1 - Day 14†	Not routinely offered	<ul style="list-style-type: none"> • Contact injured worker, supervisor, and treating physician to facilitate care and RTW planning. • In catastrophic cases, help injured employee obtain necessary care and follow-up; assist in claim filing by helping gather needed medical documentation.
Lost-Time Injury: Day 15 - Day 44†	<p>Identification Phase (Cases identified for intervention)</p> <ul style="list-style-type: none"> • Usually limited to telephone contact with claimant, agency, and treating physician. 	<ul style="list-style-type: none"> • Coordinate on-site treatment, if selected. • If off-site treatment is selected, communicate with treating physician (within DoL guidelines) for medical restrictions and available on-site referral services, and with supervisor for limited duty assignments. • Support the DOL nurse, if assigned during this period.
Lost-Time Injury: Day 45 - Day 119	<p>Monitoring/Assessment Phases</p> <ul style="list-style-type: none"> • Per OWCP manual, this is ideal time for DOL nurse intervention. Assignment may occur during these phases. • Telephone and face-to-face interviews, treatment plan updated/modified, determination if RTW is feasible. 	<ul style="list-style-type: none"> • Support the DOL nurse if assigned. • Coordinate on-site treatment, if selected. • If no DOL nurse assigned, communicate with treating physician (within DoL guidelines) for information on medical restrictions and with supervisor for limited duty assignments.
Lost-Time Injury: Day 120+ (approx.)†	<p>Discharge Planning Phase (Outcome of intervention assessed)</p> <ul style="list-style-type: none"> • If claimant returns to work, follow-up for 60 days. • If claimant has not returned to work, case is referred back to claims examiner with 	<ul style="list-style-type: none"> • Support the DOL nurse if assigned. • Coordinate on-site treatment, if selected. • Once closed by DOL nurse, resume communication with treating physician (within DoL guidelines) for information on medical restrictions and with supervisor for limited duty assignments. • Participate in RTW team meetings for long-

recommendations.

term placement options.