

Case Study | Avoiding Unnecessary Surgery

CSG Field Case Management facilitates second surgical opinions that help a claimant avoid unnecessary surgery

Effective Medical Case Management goes beyond medical expertise. Complex, catastrophic cases require creativity, problem-solving, flexibility and empathy. Combining skilled, dedicated case managers with proven, clinically-based processes, CSG improves MMI and return-to-work outcomes.

Case Background

The claimant struck another vehicle in the course of duties as a police officer. Following an ER evaluation, he was conservatively managed by occupational medicine for pain in the neck, back, arms, abdomen, and legs. Numerous MRIs were completed and he continued therapy and medications. He failed conservative treatment for his left knee and a medial meniscus tear repair was successfully completed. Cervical epidural and facet injections were ineffective and he was placed at MMI in pain management. An orthopedic spine surgeon recommended a two-level ACDF from C5-7.

CSG Intervention

CSG's FCM coordinated second surgical opinions. A second opinion by a spinal surgeon did not recommend surgery after review of additional MRIs, which ruled out cervical instability. A second opinion by a shoulder specialist also verified he did not require surgery. Left elbow findings were successfully addressed with surgery. Management of his medication successfully weaned him off narcotics.

Result

As a result, the claimant returned to work with restrictions within ten months. Cost savings due to avoided unnecessary surgery included \$275,000 for hospital bill with implants, provider fee, inpatient rehabilitation, physical therapy and DME.