

# Telehealth for Your Injured Workers

PRIME, the Managed Care division of Keenan & Associates, is excited to offer Telehealth to our clients. The program is available whether or not you participate in a Medical Provider Network (MPN). Keenan is one of the first TPAs in California to offer this service. PRIME is working with US HealthWorks and Concentra to bring this exciting opportunity to injured workers, expediting care and making it more convenient, especially to those in rural areas.

## What is Telehealth?

Telehealth is the use of electronic communication to facilitate interaction between the injured worker and the physician.

## Benefits of Telehealth

Statistically, the sooner an injured worker receives care, the better the outcome. Telehealth can potentially reduce overall claim duration by getting the injured worker the appropriate care at the appropriate time. Instantaneous electronic visits from a medical professional anywhere there is a Wi-Fi connection creates the opportunity for immediate and early intervention. There is no delay in seeking treatment from a medical professional. Telehealth complements Keenan's superior claims handling and managed care efforts.

## Convenience = Higher Costs?

According to the California Official Medical Fee Schedule, Telehealth visit costs on average 30% less than brick and mortar doctor's office visits. Telehealth offers a significant savings over emergency room visits which average \$4,800 per episode throughout California.

Telehealth does not result in higher medical costs. It is a huge benefit to Employers and Injured Workers, saving on travel/wait time and expenses, without sacrificing quality of service and documentation requirements.

## Clinical Quality is Assured

- Board Certified Physicians
- Active Unrestricted Medical License
- Physician credentialing every 24 months
- Proprietary clinical pathways that map out the most appropriate evaluation and interventions

## Ideally Suited to Workers' Compensation Injuries

- First degree burns
- Abrasions/scrapes
- Minor neck and back strains/sprains
- Work-related rashes
- Bruises/contusions
- Tendonitis/repetitive use injuries

The PRIME managed care team will monitor the progress of your Telehealth program and be actively engaged in the medical care delivery process.



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