

Medical Management

Workers' Compensation Specialists

We encourage you to visit and explore our web site on a frequent basis.

Interested in Coverage?



Interested in an Agency Appointment?



Seeking a Career?



To obtain answers to questions about GUARD, call our Customer Service Department toll free at (800)673-2465 or send an e-mail message to csr@guard.com.

Coordination of Care

When a claim occurs, a medical management team will assist in coordinating the case.

Intake Representatives

Upon using our toll-free claims hotline to report an injury, the worker and his/her employer, supervisor, or other designated staff member receive recommendations for contacting a network provider and an explanation of the procedures to expect during the duration of the case. This information will be provided by GUARDCo Intake Representatives who have been trained in the intricacies of various state reporting forms and can assist the claimant by utilizing our Geomapping System to help identify and choose an acceptable, conveniently located medical provider.

Case Managers

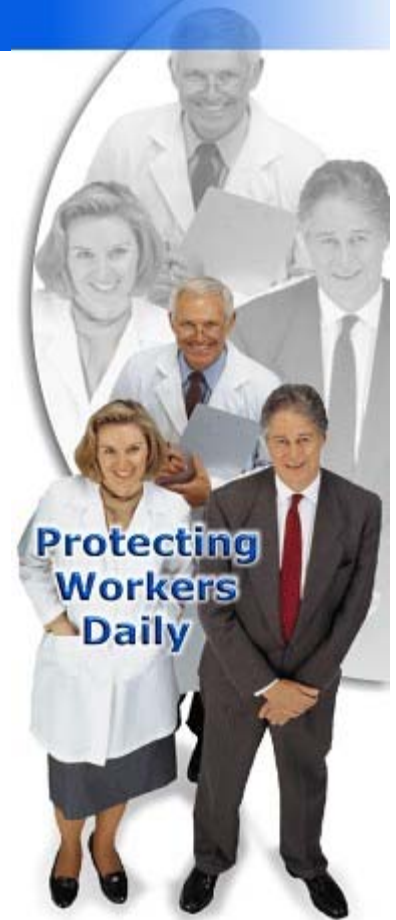
When appropriate, a GUARDCo Case Manager will become involved in the handling of a claim, taking a variety of measures to arrange for quality care and minimize time away from the job. In coordinating the efforts of all parties, the Case Manager's duties may include:

- Contact with the employee's medical provider to address the diagnosis, the treatment plan, and a medically appropriate return-to-work schedule.
- Interacting with the medical provider to suggest additional or alternative care such as hospitalization, physical therapy, or referral to a board-certified rehabilitation specialist (in catastrophic cases).
- Working with the employer and employee to determine job responsibilities, light or modified, which will help him/her return to work when medically suitable.

While our primary objective is accident prevention, our secondary goal is a satisfactory outcome to each case.

Suggested Related Topics:

- [Overview](#)
- [Medical Provider Networks](#)



Information from our web site at www.guard.com is current as of June, 2003.