

MEDICAL CASE MANAGEMENT

PROACTIVE ■ BI-LINGUAL ■ COST EFFECTIVE



■ **passion**

■ **people**

■ **performance**



MEDICAL CARE MANAGEMENT



BCS, Inc. focuses on delivering personalized services to our clients.

All our bi-lingual, bi-cultural Registered Nurses/Case Managers are seasoned professionals in the industry.

Providing case management service without the need of an interpreter has helped us avoid costly miscommunications and misunderstandings with the injured worker. Our Nurse Case Managers are able to build a strong rapport with the injured worker, since there is no language barrier. Case management based on understanding and trust, has been the key to our success.

We are committed to the delivery of timely medical information because we understand its crucial role to the job of all involved participants.

Our mission is to continue emphasizing customer service, as we strive to reduce costs, prevent injuries, and promote quality, cost-effective outcomes.



ABOUT US

The Case Management Society of America defines case management as:

*"a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost-effective outcomes."*¹

1. Case Management Society of America. "Definition of Case Management".

BCS, Inc. was founded by our CEO and President, Margarita De La Cruz, RN, DSD, OHN, MCM.

The company began with a passion to understand, facilitate, and promote quality workers' compensation services to those affected by work place injuries and illnesses. Since then,

BCS Inc. has grown into a corporation that pro-actively, intelligently and effectively coordinates the care of injured workers. As a team we have helped save millions of workers' compensation dollars.

Our goal is to improve the quality of care and lower costs by actively coordinating the medical care of the injured worker.

Promoting quality,
cost-effective
outcomes.

Field Case Management

Telephonic Case Management

Catastrophic Case Management

Task Assignments

Complex File Review



Workers' Compensation

Service

Our nurse case managers will actively participate with each client to identify and facilitate options and services for meeting the claimants' health needs. Our goal is to decrease fragmentation or duplication of care; and to deliver enhanced quality, cost-effective outcomes.

Nurse case managers bring a rich tradition of providing and coordinating comprehensive care to the client, family, and community. Our nurse case managers continue this tradition with an increased focus to provide quality, cost-effective care.

The professional nurses at BCS are uniquely prepared to be case managers by

Performance & Outcome focused results

virtue of their broad-based education in life, social, and nursing sciences; and their orientation towards holistic health and its promotion.

Our nurse case managers continually evaluate each injured worker's health plan to overcome obstacles that affect outcomes. Such obstacles may require the nurse case manager to reassess and suggest a revised plan of care.

Interaction is essential to successful case management. It is inherent in all phases of the nursing case management process and

involves effective communication, collaboration, assertiveness, and cooperation.

The nurse case manager may act in the role of:

- Advocate
- Facilitator
- Provider
- Liaison
- Coordinator
- Collaborator
- Broker
- Negotiator
- Evaluator
- Communicator
- Risk manager
- Mentor
- Consultant
- Educator
- Researcher

Commitment to our clients

At BCS, Inc, we stand by our work and can guarantee that we will put our best efforts into assuring that every claim is handled in an efficient manner. We help take the frustration out of handling workers' comp claims by identifying unneeded costs and unnecessary medical treatments. In addition, our nurse case management service may help reduce the chance that a case would be litigated.

Give us a call today to learn more on all of our services or visit us on the web at www.bcs-mcm.com.



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