Workers' Compensation Case Management in North Carolina:
A Basic Primer for Medical and Vocational Case Managers

*****Please note. This program is not eligible for attorney or adjustor continuing education credits.*****

8:00 Continental breakfast served in Ballroom A & B Level 4

8:30 I. Introduction and Purpose of Training

8:45 II. History of the NC Workers Comp Act
   A. History
   B. NC Industrial Commission
   C. Purpose of the Act
   D. Basic Insurance Terminology
   E. Who is Involved?

III. History of the NC Rehab Rules
   A. Identification of the Need
   B. Factors Influencing Development
   C. Evolution from Guidelines to Rules

10:00 Break - Ballroom A & B Level 4

10:20 IV. Basics of Case Management
   A. Communication
   B. Assessment of Injured Worker
   C. Coordination of Medical Care
   D. Coordination of Vocational Activities
   E. Documentation
   F. Follow up
   G. Return to Work

12:20 Luncheon in Ballroom C Level 4

1:45 V. A Detailed Review of the Rehab Rules
   A. Application of the Rules
   B. Purpose of the Rules
   C. Definitions
   D. Qualifications
   E. Professional Responsibility
   F. Communication
   G. Interaction with Physicians
   H. Return to Work
   I. Motion for Change of RP; Sanctions

2:45 Break in Ballroom A & B Level 4

3:00 VI. Dealing with Tough Issues
   A. Causation

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B. Audio/Video Taping
C. Relationship with the Insurance Company
D. Testifying
E. Professional Etiquette
F. Resources for Help

VII. Case studies
VIII. Evaluation and Closure

4:00 Adjournment