



CASE MANAGEMENT

Made-to-measure solutions for getting back to work

By relying on the intervention of specialists in professional rehabilitation, Case Management enables those of your employees who have been ill or had an accident to get back to work quickly and under the most favourable conditions.

What is Generali's Case Management?

Case Management is one of our all-round Care Management services offered as part of Generali's group accident (UVG / LAA) and illness-related loss of income insurance.

Case Management is a personalised and individual programme for monitoring those cases of illness and accident in which occupation rehabilitation measures are called for. It aims to eliminate or minimise the risk of permanent disability and the exclusion from social and professional life that disability entails.

With this in view, we have set up a tool with the specific function of detecting and identifying potentially complex cases, enabling our specialised managers to mobilise our networks of doctors and case managers very rapidly.

What services does Case Management offer?

The following Case Management services are offered at no additional cost under our accident and illness-related loss of earnings insurance.

- **one contact person** to deal with at Generali
- **consultant physicians who are experts specialising** in a number of fields (orthopaedic surgery, internal medicine, dentistry and psychiatry) and who are able to determine what medical treatment is required and to evaluate the working capability of the insured
- **a network of independent medical experts** who can be called on quickly to examine the insured person personally and can also suggest alternative medical treatments
- **Visits to sick and injured persons** in their own homes are organised in order to provide the insured person with information on the available benefits and therapeutic solutions. Such visits may also present an opportunity to carry out checks. Workplace meetings with the employer can also be organised in order to prepare for a return to work.
- **A case manager is appointed** in complex cases in which help with rehabilitation and with the return to work is called for. He or she works with the insured person and the employer to determine the options for returning to the workplace or finding other more suitable employment. To this end, the case manager works closely with the treating physicians, insurers and social security authorities concerned.

Your benefits

- ✓ Disability risk reduction, support with return to work
- ✓ Included in our standard group accident (UVG / LAA) and illness-related loss of income insurances – no additional cost
- ✓ Early detection procedures managed by Generali
- ✓ Cost management
- ✓ Proper evaluation of potential for rehabilitation
- ✓ Generali's dealings with the people it insures are kept transparent
- ✓ Access to the best independent specialists in social and occupational rehabilitation

Why choose Generali Case Management?

Because we choose the best specialists when it comes to organising the return to work and social life. People insured with us thus enjoy the sort of support and help that maximise their chances of rehabilitation.

Because the case managers appointed by Generali are independent, we can guarantee you unbiased advice!

Case Management – the stages

1st stage

The employer informs Generali of an absence due to illness or accident.

2nd stage

A file is set up by a specialised manager in cooperation with a consultant physician.

3rd stage

Generali compiles a medical opinion.

4th stage The case manager is called in:

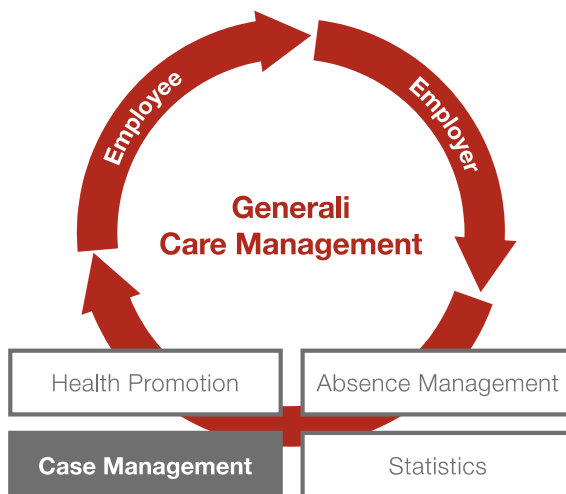
- to coordinate the efforts of the various parties involved: treating physicians, the insured person's family, the Disability Insurance's Officers (IV / AI), the employer, the insurers
- to advise and inform on the choice of treatments
- to organise the return to work subject to the insured person's ability to do so and the employer's ability to accommodate it (arrangement of workplace etc.)
- Where it is not possible for the insured person to return to their former work, the case manager provides them with information on the options for training and vocational re-orientation.

5th stage

Until the insured person resumes independent living, the case manager monitors his new occupational activity.

Generali gets results

Look at the results! By acting quickly and professionally, we offer lots of employees the chance to benefit from appropriate professionally-implemented rehabilitation measures and thereby enable them to get back into the world of work after a serious accident or lengthy illness.



Combination options

Case Management is part of our overall range of Care Management services, which also include:

- health Promotion
- absence Management
- statistics