

MOBILE CASE MANAGEMENT

When face to face service is required to achieve outcomes or to overcome barriers

GB was the first Agent in Victoria to offer Mobile Case Management, and we have refined this service to achieve outstanding recovery and return to work outcomes.

GB's Mobile Case Manager (MCM) Team is a team of Mobile RTW specialists all have over 5 years' experience managing workers' compensation claims. Our MCM Team is unique – they are on the road and do not have claims portfolios.

GB formed our mobile team with the aim to provide an added level of customer service to both injured workers and employers, to improve client satisfaction and RTW rates, promote collaboration and restore relationship breakdowns, as well as to support and educate other stakeholders (e.g. GPs and physiotherapists).

Both our Injured Worker Survey results and our internal survey feedback demonstrate that both injured workers and employers trust our Mobile RTW specialists and find value in the service.

The MCM team are available to you and your injured workers to deliver tailored face-to-face support, including:



on the spot treatment approvals



return to work planning



identifying suitable duties



facilitating discussions after worker/employer relationship breakdowns



support at medical reviews and communication with medical practitioners

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Thank you so much for your recent visit to my practice for my client, following her work injury in which she sustained a severely fractured humerus. We both found it invaluable for you to actually see [the worker's] clinical condition and to be able to discuss face-to-face her needs, prognosis, treatment plan, functional goals and longer term return to work plans. I must say it was the most positive, helpful and satisfying interaction I have ever had with any Case Manager.

Thank you so much for your input and for expediting the claims process. I think this meeting was extremely beneficial and [the worker] was grateful to be able to ask questions directly to you. [The worker] is progressing very well; she returned to work part-time as we discussed and will be back in her full-time capacity next term. Many thanks for your help, it was much appreciated.


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KATE TREMLETT, PHYSIOTHERAPIST, MT MARTHA

For more information on Mobile Case Management or any other Gallagher Bassett service, please contact:

Joshua Witt

Business Development Manager – Personal Injury

 0403735827

 Joshua_witt@gbtpa.com.au