

Rx Intervention and Injured Worker Savings



CASE STUDY

In 2007, a cowboy severely injured his ring and middle fingers while saddling his horse which led to multiple surgeries and complications prohibiting him from returning to his job.

CHALLENGE

- A myMatrixx third-party administrator (TPA) client acquired this account in 2014 that included this claim.
- In reviewing the injured worker's history, a claims professional saw that he had undergone multiple surgeries and visited his general practitioner to help manage his pain.
- A general practitioner prescribed more pain meds, sedatives and muscle relaxers for the cowboy's injured hand.
- This hindered the injured worker's mobility at work and home, and disconnected him from his community.

SOLUTION

- myMatrixx conducted a claim review with its TPA client which included a dire forecast for the injured worker if he stayed on the same regimen of drug therapy which included a recent Rx for another sedative.
- The adjuster chose an aggressive approach to save the injured worker which led to an intervention between the injured worker and his wife that highlighted the danger of continuing the current course of care.
- An in-patient rehab program was recommended and through a collaborative effort with the injured worker's family, TPA, rehab facility and myMatrixx, the injured worker was admitted.
- After three months, the injured worker left the rehab facility on two medications (neither of which were opioids) and was offered a job back with the feedlot.

OUTCOME

- For 10 years, the claim remained open and payments exceeded \$33,600 each year.
- After two years of continued collaboration between myMatrixx clinical pharmacy case management, TPA client, rehab facility and family, the case was remedied and the injured workers' claim was closed.
- The injured worker is no longer on medication, back to working at the feedlot, active in his community and better connected to his family again.