



## **ChiroCare Provider HealthPartners Workers' Compensation Process Flow**

Injured worker or supervisor calls HealthPartners Care Line when injury occurs



CareLine nurse:

- Refers worker to network provider
- Coordinates outreach to provider office via phone or fax
- Transitions case to case manager



Employee

- Seeks care from referred provider



Provider

- Treats patient  
**Note:** If patient presents to your office without coordination through HealthPartners Care Line, provider should contact HealthPartners Case Management Team at (952) 883-5396 or (888) 779-3625 to obtain authorization.
- Submits requested information to the HealthPartners Case Manager
- Submits eligible claims to the Payor identified by HealthPartners



Case Manager:

- Monitors treatment plan for effectiveness and compliance with state guidelines
- Coordinates any applicable job accommodations with the employer



**Case is closed when the worker returns to work at the highest capacity**