



REQUIREMENTS PRIOR TO SCHEDULING

**For both 200.2 Case management Cases and CATASTROPHIC CASES In GA
And All other WC States**

For In-house, and Third party TCM and FCM Medical Case Managers

WCPsychNet believes that case management is a critical role and we would not want to do this job without your service to the injured worker and want to remind you how 200.2 supports that role with transparency.

- 1. It is the case manager's responsibility to coordinate appointments with the patient or their attorney if represented.**
- 2. If coordinating a tele-health appointment, please ensure the patient has electricity, WIFI and a smart device and can either use it, or the case manager will be providing education.**
- 3. We request a copy of all major medical and psychiatric records be sent via email or disc by 72 hours prior to the appointment.**
- 4. The case manager will be required to provide correct contact information to our office. We will not independently verify these details and expect that the information provided by the carrier or case manager is correct. The patient will get an immediate, weekly, 72-hour, 48-hour, 24 hours, and 1 hour reminder via text prior to their appointment.**
- 5. Patients are required to complete their paperwork online 48 business hours prior to their appointment or their appointment will need to be rescheduled and there is a fee. It is the case managers responsibility to see this done.**
- 6. Patients are required to complete their testing online 48 business hours prior to their appointment or their appointment will need to be rescheduled and there is a fee. It is the case managers responsibility to see this done.**
- 7. We suggest FCM, TCM and in-house case managers call and confirm appointments with their clients to ensure adherence to appointments. Please do not ask us to do this for them.**
- 8. A no-show for telehealth is no-call or no-show after 10 minutes.**
- 9. Patients are expected to show up for their appointment 5 minutes early and wait in the "tele-health" waiting room.**
- 10. If a patient is lost, or confused, they must call or answer their phone immediately if we call. Not wait until 30 minutes after the start of the appointment to advise of their situation.**
- 11. In-person appointments may show up 10 minutes early and wait in the lobby**
- 12. Under 200.2, we provide documentation to all parties on file. Please, if you are a case manager of record, do not ask us NOT TO EMAIL YOU or communicate with you by email. This is your responsibility under 200.2. to work with all parties. We are a transparent office that complies with 200.2.**