



Feather CaseManagement & Consulting, LLC

WE NOT ONLY UNDERSTAND CUSTOMER SERVICE, WE LIVE IT!

The Company is Nationally Certified Women's Business Enterprise (WBENC), and Woman-Owned Small Business (WOSB). The name Feather was chosen for the company because it is recognized in almost every culture symbolizing: **Integrity, Trust, Honor, Strength, Power and Freedom**. These are the core values and principles in which this company has been founded.

CREDENTIALS & QUALIFICATIONS

Combining professional expertise and local market knowledge is the key to success. Simply holding a degree or certification is not enough in today's market. Understanding the complexity of the individual market nuances is critical.

The staff draws from decades of experiences and longstanding relationships in the community. Their experience and knowledge help them to work in a collaborative fashion with the claimant, employer, claims professional, attorney and/or the local providers to assess the big picture and provide potential solutions.

To ensure the very best services, we are dedicated to hiring only the most experienced and dedicated staff.

When cases are assigned, we verify that the staff performing the services is licensed and credentialed specifically to the type of task or assignment at hand.

All medical services are carried out by licensed registered nurses with most of them holding advanced degrees and certifications. Vocational Consultants have master's degrees and all hold advanced certifications. Each case manager and/or consultant has at least 5 years experience in applicable fields.

The staff undergoes extensive training and supervision to ensure they understand the expected standard. The goal of the staff is to provide the most professional service in the industry as well as the very best customer service. We not only understand customer service, we live it.

SERVICE AREAS

Provided throughout the United States.



PARTNERING FOR SUCCESS

Office: 888-322-1043
Fax: 866-477-4FCC (4322)
fccinfo@fcc-casemgt.net
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SERVICES AVAILABLE



Case Management

Worker's Compensation & Medical
 STAT File Preview
 Legal
 Catastrophic
 Medicare/Chronic Care
 Pharmacy Review
 Short and Long Term Disability
 Stay at Work

Vocational Rehabilitation

Ergonomic Assessment and Training
 Job Placement
 Labor Market Survey
 Transferable Skills Analysis
 Job Descriptions and Analysis
 Return to work programs
 Resume Preparation

Risk Management Solutions

Employer Baseline Solutions
 Safety and Prevention Programs
 Behavioral Based Safety Programs
 Total Risk Management Solutions

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Time is money. The longer the claim is open, the more the claim can cost. Time = Dollars. Don't waste critical time searching for the right case management partner. Do your research before the accident occurs.

Critical Tools	Feather	Name:	Name:
Seasoned and experienced staff that understand the local market nuances	YES		
Strong regional coverage to control travel cost	YES		
Any contract staff credentialed exactly like full time staff	YES		
Employee incentive programs that do not encourage overbilling	YES		
In field supervision of staff	YES		
Nationally recognized WBENC	YES		
Quality assurance program that begins upon referral, specific to each client and state/federal guidelines that focuses on managing vs. monitoring	YES		
All medical records sent electronically	YES		
Client specific program developmentt vs. cookie cutter approach	YES		
Centralized Intake with a clinical intake coordinator	YES		
Referrals can be made by phone, fax, electronic	YES		
Built-in billing parameters client specific to prevent billing errors	YES		
Special handling instructions electronically attached to each file specific to each customer	YES		
Client specific reporting including monthly, outcome and case savings	YES		
Capability of delivering paperless product	YES		