



Success Story



Berkley Industrial Comp Case Study

Below you can follow the story of John's workers' compensation claim as it is handled by the RESOLUTION Team. Berkley Industrial Comp is committed to proving timely, proactive solutions by offering personal attention through unparalleled accessibility, expertise, flexibility, empathy and collaboration.



John is a **53 year old male** working as a full time **driver** in a high hazard industry.



While attaching a chain to a blast mat, John fell four feet onto his right arm. He was rushed to the ER where an MRI showed a **large rotator cuff tear** that would require surgery.



A **field nurse and case manager** were assigned to meet with John's family and assist in his recovery.



The **RESOLUTION Team** was notified of the injury. A **RESOLUTION SPECIALIST, on-staff nurse and medical adjusters** began reviewing the claim.



A **center of excellence** was identified and John's surgery was scheduled. Following surgery, John completed post-operative physical therapy.



John's was prescribed post-operative narcotics for pain. The RESOLUTION Team continued to monitor his progress and John **discontinued his use of narcotics** just 48 days after surgery.



John returned to normal life and work **193 days after surgery** (that's 201 days before expected length of disability according to ODG and ACOEM guidelines)!



The utilization and cost containment initiatives appreciated positive medical outcomes with a total savings of over \$150,000.

Thanks to the open communication between the claimant, physician and the RESOLUTION Team, there was positive forward progression for a successful outcome.



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