



Building evidence-driven solutions

Put research into action with FINEOS



FINEOS
IT expertise



Improved insurer and claimant outcomes



Insurer
Claims management delivery



Research Evidence
Psychosocial matched care

Ready to implement the It Pays To Care recommendations?

Explore the potential of psychosocial matched care within your organisation. FINEOS has engaged with industry experts to consider how the It Pays To Care policy and FINEOS system tools intersect to deliver against the It Pays To Care recommendations to improve claimant outcomes.



Want to find out more? Connect with FINEOS! <https://www.fineos.com/contact/>



For more information, visit www.FINEOS.com or to request a demo, email: info@FINEOS.com

Systemising IPTC Policy in FINEOS Claims
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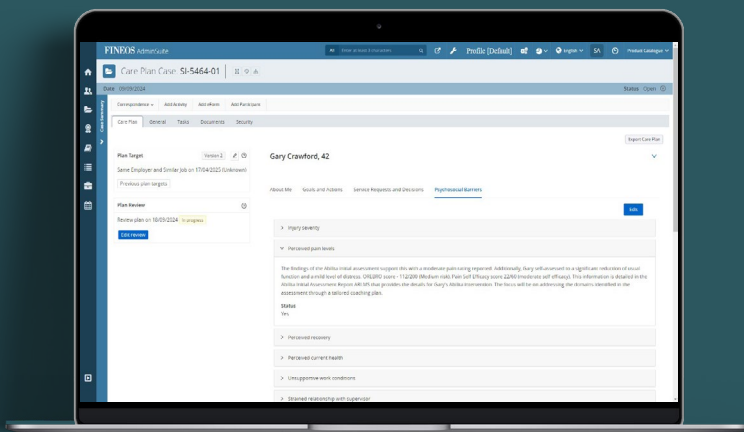


RECONCILIATION
ACTION PLAN
REFLECT



Psychosocial Matched Care

Improved outcomes can be achieved by proactively addressing claimants' psychosocial barriers. Simultaneously, refining current systems, processes, and organisational cultures to minimise unintended psychosocial obstacles further enhances recovery. FINEOS facilitates collection, monitoring and management of psychosocial risk factors supporting the case manager's engagement with the claimant and wider claim stakeholders.



Early psychosocial matched care represents a significant advance in managing work-related injuries. By addressing psychosocial barriers early and providing tailored support, this system improves recovery outcomes, enhances worker satisfaction and reduces costs for employers and insurers.



FINEOS supports It Pays To Care Elements of a Best Practice Case Management System



Accuracy

Proactively identify claims with psychosocial risk from the beginning to improve injury recovery and return-to-work outcomes. Integrate risk identification, assessment, and referral to matched care into the FINEOS Platform. Deliver a consistent, measurable framework that enhances outcomes and operational efficiency. Automating this process allows for early alignment of strategies, guiding stakeholders to provide optimal support and prevent prolonged recovery.



Timeliness

Harness the FINEOS Platform to transform evidence-based research into practical system solutions to drive timely decision making. Effective claims management software, combined with streamlined business processes lessen the chance of decision delays that are associated with negative psychosocial impacts, worse return-to-work outcomes and higher claim cost. Better yet, create positive psychosocial responses by putting It Pays To Care recommendations into action with FINEOS.



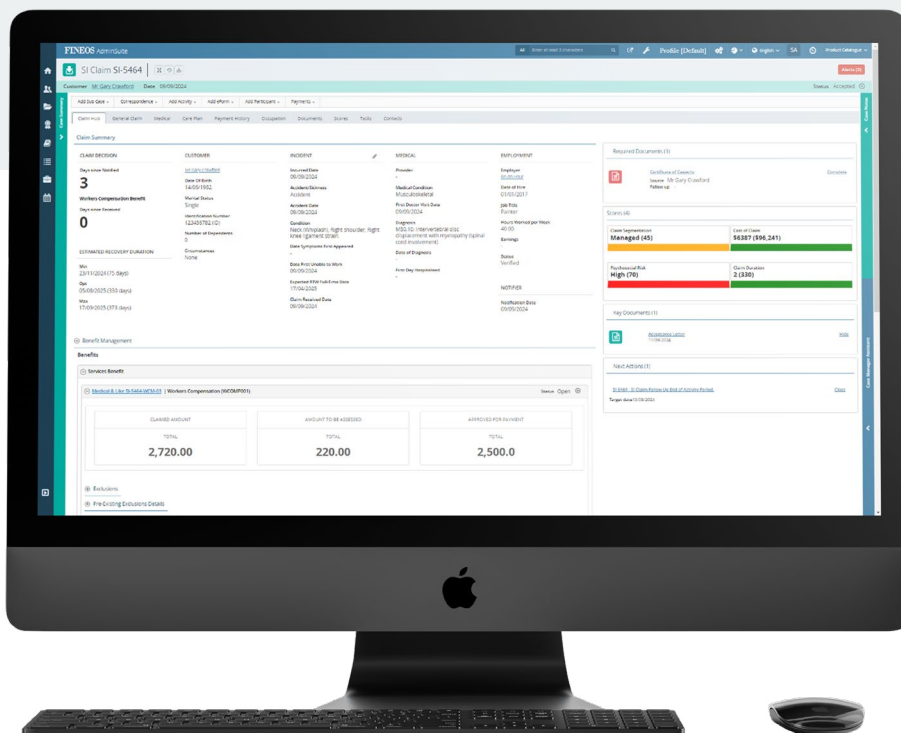
Responsive Monitoring

Responsive monitoring is the commitment to understanding and addressing each claimant's unique recovery journey. Use the FINEOS Platform to collate data to monitor recovery progress and track and report on outcomes to prevent claims from going off track. The FINEOS Platform empowers insurers to adopt a dynamic approach to monitoring, employ a robust feedback loop and use digital and reporting tools that enhance operational efficiency, minimise risks, and elevate customer satisfaction.



Minimise Bureaucracy

Research shows that repetitive claim administration, bureaucracy and red tape drain time from direct case management. Boost the effectiveness of your workforce using the FINEOS Platform by automating administrative functions and payment calculations. Enable self-service through the digital layer giving claimants direct access and reducing internal administration. Notify the case manager when something has changed, and action is required.

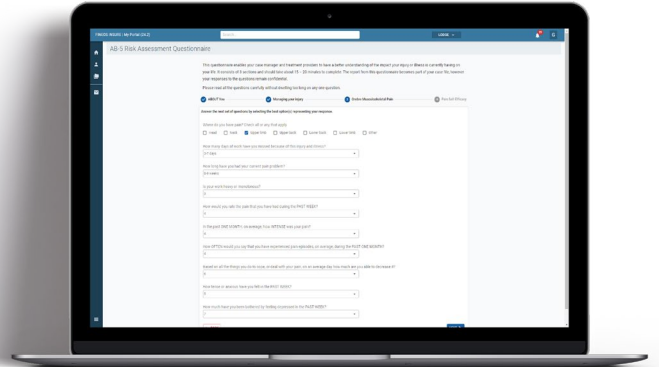


FINEOS works with industry experts to bring value directly to our Clients



“The integration of Abilita assessments into case management software would revolutionise the industry. The integrated model reflects key recommendations of the It Pays To Care project, initiated by the Australasian Faculty of Occupational & Environmental Medicine, which has now achieved Injury Management industry understanding of the essential need to systematically capture and utilise psychosocial data.”

Dr Pam Garton, Founder Abilita.



The Intersection of Policy and Technology

The evidence informed It Pays To Care policy paper covers a large and growing body of research on the factors that influence recovery from work injury. Adoption of the recommendations and integrating this into social insurance schemes presents change at all levels of an organisation and for all stakeholders. No small matter.

FINEOS is ideally positioned to support schemes to implement the key elements of psychosocial matched care (risk triage, assessment and matched care) and systematically capture psychosocial information to proactively manage psychosocial risk and inform stakeholders.

Additionally, core FINEOS Platform capability provides a range of tools that can be employed to address modifiable psychosocial factors within the control of the insurer to provide the best opportunity to generate positive psychosocial responses and favourably impact a claimant's recovery journey.

