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Guidelines for Nurse Case Managers

Nurse Case Managers (NCM)

- I. As your counsel, I take interest in all aspects of your case. You should expect to be meeting **one on one** with the nurse case manager. The NCM will usually accompany you on visits with your doctor.
- II. Things to remember:
 - I. Of course, speak truthfully, but remember that the NCM is not your representative. The NCM is paid by the insurance company and is considered a neutral in the claim, providing the same information to all sides.
 - I. Therefore, only discuss your medical issues pertaining to your injury and medical history.
 - II. Do not discuss private or personal matters. Your family or finances are not relevant.
 - III. Do not discuss your legal case with them. All legal questions are between you and the attorney.
 - II. Keep a positive approach to working with the NCM because he or she is there to help you. Use the services to your advantage. If there is a conflict, do not alter the plans they have made. Instead contact me and explain the issues. Remember, the NCM reports all news to the insurance company and negative actions could stop your benefits.
 - III. The NCM can be helpful because he or she can determine out what medical tests or treatment your physician requests and receive authorization from the insurance company, and expedite the authorization. Also, the NCM can recommend other specialists. Once you are finished treating, you will no longer have a NCM.
 - IV. Not all cases require a NCM.
- III. All nurse case managers are at least RNs. This means that he or she is bound by the Board of Nursing, including the regulation that he or she is to act in the best interest of the patient, and you are considered the NCM's patient.