



Providing a wide range of case management and cost containment solutions

**B**ECAUSE



an industry leader.



Our clients tell us the reason they like dealing with Brown Rehab•Review is because we are not your ordinary company. We believe in doing things differently than others and would like to explain why.

We are in the business of delivering the highest quality disability management and cost containment services. As one of the largest regional firms with an interstate network, there is always a Brown expert close by who understands the local requirements and can access the best resources in your community. This is how we ensure our clients will receive appropriate and cost effective solutions.

Our service is backed by unsurpassed expertise and attention to detail

Incorporated in 1994, Brown's service is backed by unsurpassed expertise and attention to detail. Our experienced professionals provide highly specialized solutions to satisfy even the most challenging case management goals. We stress communication, creativity and problem solving. All work products are carefully scrutinized by executive staff before leaving our office. Systematic review of all claims activity assures that we meet the most detailed client specifications. Plus, we have the flexibility to customize our services to meet individual needs so our clients can be more efficient.

Many tell us we have become an extension of their organization because *we build partnerships that last!*

#### **Knowledge and Experience**

Our team of professionals is fully credentialed with extensive experience in the

industry. Registered nurses and vocational counselors cover a wide range of specialties, assuring you that we have the tools to manage your needs. We have local market knowledge, giving us access to the resources that are necessary to effectively achieve your goals.

Brown employees are our greatest assets. We have a proactive, highly educated and motivated staff that shares our company's vision. When you have the right personnel, the appropriate technologies and a real understanding of your clients needs, mutual success is inevitable. By establishing an environment of continuous learning and improvement, Brown evolves to meet the ever changing demands of a complex industry. Utilizing a team approach, our case managers work collectively to share resources and promote effective outcomes. Round table discussions are used to share experiences and to

communicate effective techniques that ultimately help to resolve cases by using creative solutions. The direction of our business is dictated by ethical practices, effective choices, industry awareness and value.

#### **Breadth of Services**

At Brown Rehab•Review we provide the best of both worlds. You receive an exceptional level of personal attention when working with our regional company as well as the variety and depth of services you expect from a national provider. Our service offerings allow you the ability to align your cost containment and disability management needs with a single source, across multiple lines of service. Our relationship with various industry providers means we can accommodate you in terms of research, education and access to resources that meet your individual and varied requirements.



### **Quality Assurance**

Brown professionals draw upon each other's talents and expertise to determine the best course of action for every assignment. Our clerical, administrative and executive staff cooperatively manages daily workflow while adhering to specific client guidelines. Processes and procedures are in place to optimize performance and provide management guidance so that end products meet or exceed your expectations.

### **Customer Service**

Quality of service refers not only to the proper management of cases, it refers to the manner in which we communicate with and support our clients. Our proactive approach results in consistently high levels of customer satisfaction. Brown's reputation in the industry is fostered by the ability to exceed the expectations placed upon us by our

clients. We recognize that every aspect of our business has an impact on customer service, and as a result, directly affects our client relationships. Improving customer service involves making a commitment to learning what our clients' needs and wants are, and developing action plans that implement effective, honest and results oriented processes. By doing this, we strengthen our reputation and build trust.

### **Value**

Our review and quality assurance process validates that our billing is reasonable for case specifics, including experience and national guidelines. Properly credentialed, experienced personnel taking the correct course of action from the onset of an assignment results in a shorter case life cycle and cost savings. Reasonable pricing for services, effective utilization of resources and our team of experienced

professionals ultimately increase the value of using our services. Transparency in billing means we never use hidden fees, billing quotas or complex pricing systems.

### **No hidden fees, billing quotas or complex pricing**

### **Technology**

We strive to improve our processes through the intelligent use of available technologies. We achieve this by combining unbeatable levels of technical expertise with the ability to listen to our customers' requirements. From complex EDI and web based software to the simpler things such as e-mail and data management, our goal is to provide you with a level of technology that will work best for your organization.

### **Referrals**

To make case management referrals go to [www.brownre.com](http://www.brownre.com) and click on the referral link or call **800.575.5175** to speak to a customer service representative.

### **Bill Review**

For information or to request a free Bill Review test call **800.575.5175**.

**Brown Rehab•Review**  
Office: **800.575.5175**  
Fax: **248.357.2496**  
[www.brownre.com](http://www.brownre.com)



## **MEDICAL CASE MANAGEMENT**

Field and Telephonic  
Proactive Care Coordination  
Catastrophic Case Management  
Integrated Disability Management  
Web-Accessible Claim System  
Record Reviews  
Task Assignments  
Expert Witness Testimony  
Life Care Planning  
Utilization Review  
Medicare Set-Asides/Cost Projections  
Executive Oversight

## **VOCATIONAL CASE MANAGEMENT**

Vocational Evaluations  
Labor Market Surveys  
Proactive Job Placement Services  
Job Seeking Skills Training  
Job Placement Center (Southfield, MI)  
Work Readiness Accountability Program (WRAP)  
Vocational Testing  
Job Development  
Job Analysis (video services available)  
Job Coaching  
Basic Computer Training  
Resume Development  
Wage Earning Capacity Assessment (WECA)

## **MEDICAL BILL REVIEW**

Provider and Hospital Bill Review  
Workers' Compensation/Auto PIP Review  
Pharmacy Review  
Benefits Coordination  
PPO Management  
Professional File Review  
Peer Review  
EDI Interfaces  
24/7 Secure Internet Based Access  
Customized Reporting Solutions  
Out-of-network Negotiations  
Customized Workflows

