

Reaching the goal together

Employees who have fallen sick or had an accident find themselves in an extremely complex situation – in medical, professional and social terms. Case management provides such people with personalized, long-term support, helping them return to everyday working life and get their personal lives back on track.

What is case management and what value does it add?

Case management is a core competency of AXA's benefit processing unit. Our highly professional case managers guarantee consistently high standards of quality at all times.

- Providing expert support throughout the entire rehabilitation and reintegration process
- Coordinating the activities of all the parties involved by reaching across professional or institutional boundaries
- Helping reach milestones along the path toward clearly defined goals

Focus of case management

Medical support

- Coordinating medical treatment
- Cooperating with external and internal medical specialists
- Pointing out alternatives

Occupational support

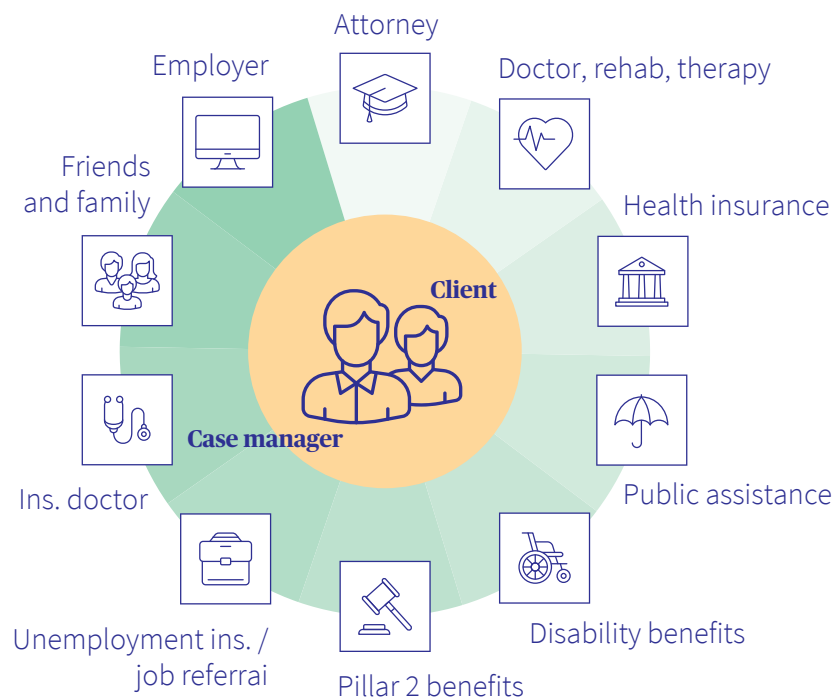
- Job retention
- Rapid intervention
- Improving the work situation
- Pointing out alternatives
- Organizing retraining courses

Social support

- Analyzing social networks
- Breaking up entrenched structures
- Establishing a support network

Legal support

- Coordination between insurers
- Consultation and assistance
- Problem-solving



Requirements for case management

- (Imminent risk of) inability to work
 - Reintegration measures necessary
 - Good prospect of a successful rehabilitation and reintegration process
- Voluntary basis – service can be utilized only by mutual agreement

Data protection and quality

To ensure the highest levels of data security, only the case managers are allowed to access the case data. AXA complies with the exacting professional standards of the Case Management Network Switzerland (Netzwerk Case Management Schweiz).

How is case management carried out?

1. Initial contact	The case management concept is presented in an initial discussion; issues are discussed and any immediate action deemed necessary is set in train.
2. Assessment	First- and third-party assessment of the situation. The findings of this assessment can be useful in planning the action required.
3. Formulation of goals	An overriding goal is formulated on the basis of the data gathered. Each milestone is a step toward the goal of returning to everyday life.
4. Planning	The defined goals reveal where action needs to be taken. External experts are involved in the process where necessary.
5. Implementation	Regular checks are performed with the support of all those involved to ensure compliance with the agreed action points and to monitor the results.
6. Conclusion	Once all those involved have prepared an overall evaluation, the next steps are agreed and the case management process is concluded.