

A photograph of a woman with red hair tied back, wearing a black blazer over a beige top, smiling warmly at a man. The man is seen from the back, wearing a dark blue t-shirt. They are in a bright, modern hallway with large windows and doors in the background.

Helsana Case Management

Case Management
Support with
illness and accidents

Helsana
Committed to life.

Comprehensive support

For the ideal solution

Our Case Managers support sick or injured employees on their way back into the workforce. They advise and coordinate so that the person concerned can concentrate on the most important thing – their own health.

With Helsana's Case Management, concerned persons aren't left to their own devices. The Case Manager will accompany the sick or injured person to consultations which guide them through the options for reintegration into the workplace. If adjustments need to be made at the workplace from a medical point of view, or if the person needs medical aids or a alternative workplace for reintegration, the Case Manager will help make the arrangements.

Case Managers are there to help affected persons coordinate with the employer, attending physicians and therapists, and will clarify their entitlement to benefits from social insurance, disability insurance (DI), unemployment insurance (ALV) and occupational pension (BVG). This spares affected persons much of the administrative effort.

With Case Management, they will get informed answers to their questions about returning to working life. They will also benefit from support with returning to their existing workplace, or – if they wish – gaining a foothold in a new area of work.

All-round support

For faster reintegration

Helsana's Case Management considers all relevant factors concerning the person's incapacity for work. This creates the foundation for their successful, lasting reintegration into working life. By stepping in early, Case Management also prevents chronification of the health situation.

Health problems impact many areas of life, from family and work to medical matters, insurance and finance. For these reasons it's not always easy to find a way through the situation. Helsana's Case Management is a win-win situation for employees and employers.

Benefits for employees

The injured or ill person will have one Case Manager as their personal point of contact, who will help them feel secure and motivate them. Case Management services pave the way for the person concerned to return to working life. The Case Manager shows which steps are needed, designs the reintegration process and coordinates between the different parties involved.

Benefits for employers

Helsana's Case Management benefits employers by providing a specialist who guides the professional reintegration process, understands the procedures involved, coordinates processes and recognises potential problems. The specialist ensures that the affected person's resources are used in the most effective way. They also support the employer with creating a work environment to best support the reintegration process. Having a Case Manager to coordinate procedures helps speed things up and keeps administrative workload to a minimum, which benefits everyone involved. This way the occupational reintegration can proceed without delay and without unnecessary costs.

Key factors for successful Case Management

The affected person needs to be actively involved – this is crucial to successful Case Management. They must be determined to overcome their challenging life situation.

The four steps of Case Management



1. Listening

The first step is getting to know the injured or ill person. The Case Manager gains an understanding of their life circumstances, the factors which are affecting their work ability, and which other areas of the person's life are being affected by their health situation. Health problems often lead to conflicts with the family and work, along with financial issues.



2. Clarifying

The Case Manager works with the affected person and their manager to clarify the starting position for their reintegration into the workplace. Together, they identify the options available in the company. They also assess which health resources and limitations have to be considered, along with the needs of the person who is incapacitated.

This information is then used to define the goals of the professional reintegration and to plan the measures needed to achieve them.



3. Coordinating

People who suddenly lose their ability to work at full capacity due to health reasons will face many questions. The situation is particularly complex with regards to insurance.

Case Managers negotiate between the person concerned and their insurance companies, therapists and employer. In their role as coordinators, they make sure that the relevant services are coordinated with each other, and that there are no information gaps between the different service providers, offices and insurance companies involved.



4. Providing support

Case Managers support the injured or ill person with their reintegration into work. They provide guidance and coordinate the steps needed to best advise and support the affected person.

Committed to the health of your company.

Do you have any questions?

We are happy to help. Please use the contact form to tell us about your issue, call us on the phone, or visit us at a Helsana General Agency near you.

0844 80 81 88

helsana.ch/general-agencies

Would you like to know more?

You can find further information at
helsana.ch/unternehmen/casemanagement

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The Helsana Group comprises Helsana Insurance Company Ltd,
Helsana Supplementary Insurances Ltd and Helsana Accidents Ltd.