



# Worker’s Compensation Medical Case Management Services (WC MCMS)

The Department of Homeland Security (DHS) Workers’ Compensation (WC) Medical Case Management Services (MCMS) contract vehicle is a Department-wide vehicle that provides medical reviews and oversight of WC claims and that ensures timely and appropriate medical treatment to DHS employees.

The scope of this BPA includes:

- Injury care support services.
- Medical case management services.
- Access to a case management database.

Key Contract Vehicle Features:

- Manages all cases including long-term claims, from the First Report of Injury (FROI) through successful return-to-work or case resolution.
- Provides support for historical and/or new WC cases for DHS and its Components.
- Includes a toll-free injury reporting hotline to capture and input data from the FROI.
- Provides live call coverage and data input into a case management database that kicks off the case management process execution.
- Reduces costs through decreased claims and time spent on WC for employees and DHS.
- Increases efficiencies and case management with consolidation of services.
- Ensures consistent quality of medical intervention care for all DHS employees.
- Meets quality assurance standards and measures across DHS.
- Standardizes routine tracking and incident and claims reporting.
- Makes reviews and verification of Department of Labor (DOL) chargebacks more efficient.

Period of Performance (POP):

- One-year base, four one-year option years (9/30/2020 - 9/29/2025)

Number of Awardees: One women-owned small business

Contractor Information:

Contract #	Vendor Name
70RDAD20A00000003	Managed Care Advisors, Inc