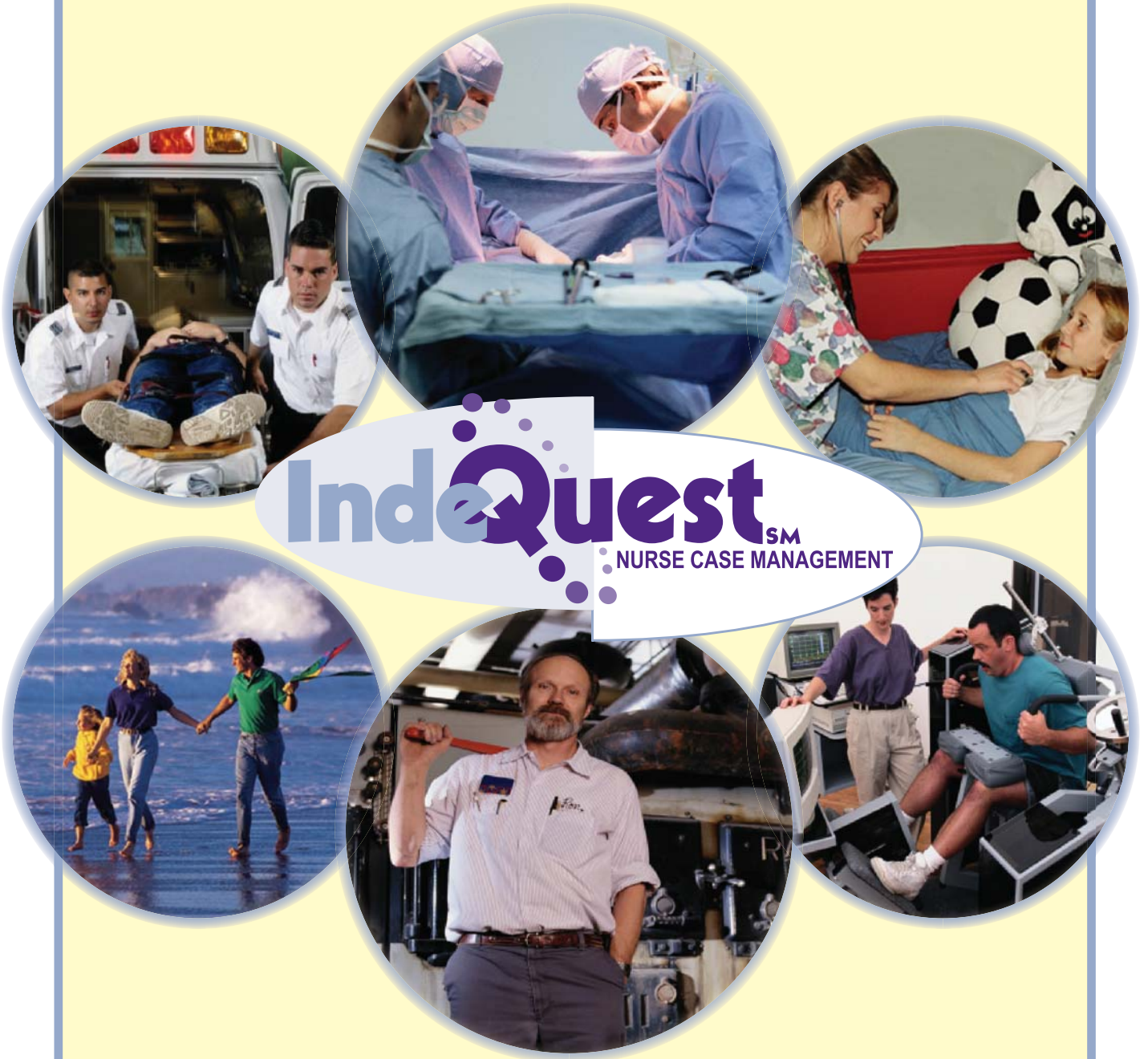


IF YOU'RE LOOKING FOR A  
**Nurse Case Management Company**  
THAT PROMOTES  
**Quality, Cost Effective Results —**  
YOUR QUEST IS OVER.



# IndeQuest Promotes

## A COMMITMENT TO THE ETHICAL VALUES OF NURSING

With corporate offices located in Plymouth, Michigan, IndeQuest is a nurse case management company specializing in the care of those who are ill or catastrophically injured. Our service area covers the entire state of Michigan.

IndeQuest's management team has over 50 years of nursing experience encompassing the spectrum of health care. Our knowledgeable, efficient and compassionate case managers are dedicated to upholding the moral and ethical values of the nursing profession and adhere to all standards of case management practice.

## A MISSION TO ADVOCATE FOR OUR CLIENTS

Acting as advocates for our clients and recognizing their rights, dignity and worth, we strive to obtain optimum and cost effective care.

## A PHILOSOPHY OF EMPOWERMENT

IndeQuest's pledge is to serve the whole person by striving to meet each need physically, spiritually, emotionally and socially. A strong commitment to effective and timely communication enables us to focus on coordinating care through the continuum, empowering our clients and their families to participate in the decision making process of the treatment plan. Working along with the multi-disciplinary team and being ever-mindful of the financial picture, our purpose is to assist each client through their journey of recovery and to help them achieve their highest level of independence.

## A MINDSET TO ACHIEVE THE OPTIMAL FINANCIAL OUTCOME

IndeQuest case managers realize that exemplary service builds enduring partnerships. A key to forging these relationships is examining and assessing the value of service throughout the rehabilitation process. Utilizing cost/benefit analysis, we offer a selection of vendors from which to choose and negotiate the most reasonable rate.

## HIGH STANDARDS FOR CASE MANAGERS

To make certain that our clients have the most competent case oversight, we strive for the following qualifications in selecting our nurse case managers:

- Bachelor's degree in Nursing
- Licensure as Registered Nurse
- 3 years of clinical experience
- 5 years of case management experience
- Case Management certification
- Expertise with the rehabilitation process, resources, regulation and reimbursement
- Continuing education as appropriate to case management and renewal of certifications
- Demonstration of accountability and skills in decision making, time management and oral and written communication



# IndeQuest Offers

## NURSE CASE MANAGEMENT SERVICES FOR

Catastrophic Medical Claims

Automobile No Fault Claims

Worker's Compensation Claims

We guide our clients through the phases of recovery during these challenging times by providing the following:

- Personal assessment
- Ongoing communication
  - Client/family, providers, customer
- Coordination of medical and rehabilitation services
- Education for client and family
  - Relevant insurance coverage/benefits
  - Continuum of care
  - Phases of recovery
  - Life care planning
- Discharge planning
- Home health care arrangement and monitoring
- Durable medical equipment arrangement
- Scheduling, accompaniment and transportation to medical appointments
- Referrals to alternate settings
- Negotiated rate reduction with medical providers
- Assistance in arranging home modifications
- Utilization of community services
- Vocational assessment and monitoring
- Monitoring and management of return to work status
- Community re-entry
- Closure of file

**UTILIZATION MANAGEMENT** dedicated to ensuring medically appropriate health care. Utilizing established guidelines, we evaluate the medical necessity of health care services and recommend alternative care solutions whenever possible.

## SPECIALIZATION AREAS

Capable and caring, our nurse case managers possess a diverse background of professional experience. We serve the following clinical areas:

- |                        |                               |
|------------------------|-------------------------------|
| Catastrophic medical   | Mental health/substance abuse |
| Traumatic brain injury | Pediatrics                    |
| Spinal cord injury     | Neurotrauma                   |
| Musculoskeletal        | Work-related injury           |
| Orthopedic             | Geriatrics                    |
| Chronic medical        | Burn injury                   |
| Pain management        | Oncology                      |
| Amputation             | Cardiac                       |
| Autoimmune disease     | Medical disease management    |
| Stroke                 | Debilitating illness          |





To Our Valued Prospective Colleagues:

It is with great pleasure and tremendous pride that I welcome you to IndeQuest. Our company is composed of dedicated nurses with wide-ranging experience who are committed to upholding the moral and ethical values of our practice.

Putting our clients first, we are resolved to treat them, as well as their families, with respect and dignity. In the course of their rehabilitation, our focus is to guide and educate them from start to finish. This step-by-step advocacy and the strong, personal bond we have with our clients are what set IndeQuest apart from other case management companies.

Teamwork is so important. It plays an integral part in the management and coordination of client care. It enables us to take a multi-disciplinary approach, which promotes the highest quality, most cost effective care, and it facilitates timely and constructive communication. We are firm believers in teamwork.

We look forward to talking with you about our mission and philosophy, but more importantly, how we can help clients throughout their journey to recovery.

Sincerely,

Lori Schmidt, RN, BSN, CRRN, CCM  
Director  
IndeQuest

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