

NLC-RISC and Paradigm Partnership Program

NLC-RISC and Paradigm are pleased to announce a program designed to improve the clinical and functional outcomes of catastrophically injured workers.

Why has NLC-RISC entered into a partnership with Paradigm?

The National League of Cities Risk Information Sharing Consortium (NLC-RISC) is your trusted resource for information sharing, expertise, and thought leadership in pooling. We provide tools, resources, and partnerships to help your pool make the communities you serve safer and stronger. As a benefit to our members, **NLC-RISC would like to offer the expertise of Paradigm as a resource to enable catastrophically injured workers to achieve optimal recoveries.**



Who is Paradigm?

For over 35 years, **Paradigm** has provided specialty care management for the most complex and catastrophic workplace injuries, including traumatic brain injuries, spinal cord injuries, amputations, severe burns, and multiple-trauma cases. Through a human-centered, outcomes-driven approach that integrates medical and behavioral health expertise, **Paradigm partners with leading providers and rehabilitation facilities to deliver superior, proven outcomes for injured workers, their families, and workers' compensation payers.**

How does Paradigm work?

The Paradigm Management Team provides **catastrophic care management immediately upon referral**, developing a comprehensive care management plan after consultation with treating physicians, the injured worker, and others. **The plan helps coordinate providers, reduce the risk of complications, and orient all efforts toward achieving the highest possible recovery for the injured worker.** Paradigm's outcomes define both broad achievements, such as return to work, and detailed goals that focus on specific areas of function. The plan defines explicit goals and provides a coordinated safety net to help mitigate missed information, inconsistent provider practices, and general fragmentation.

After a thorough assessment, Paradigm may offer an Outcome Plan contract for consideration. **An Outcome Plan contract guarantees the achievement of specific clinical outcomes for the injured worker for a fixed, guaranteed cost until the outcome is achieved, no matter how long it takes.** Paradigm-managed cases are independently verified to deliver significant lifetime medical cost savings and higher release-to-return-to-work rates compared to industry benchmarks.

What happens when a case is referred to Paradigm?

Immediately following notification of a catastrophic injury, **Paradigm assigns a clinical team, including an onsite network manager, who is an experienced catastrophic nurse, and a physician specializing in the reported injury.** Paradigm's network manager will make early contact with the claim professional(s) to discuss the case and ensure effective coordination. **The network manager will complete an onsite assessment of the injured worker—typically within 24 hours—including contact with the family** as soon as possible to gain a full understanding of the injured worker's diagnoses and related conditions and to begin care coordination. **Following the assessment, the Paradigm Management Team will develop a contract proposal in the form of an Outcome Plan** outlining all clinical issues, the probable course of recovery, likely services to achieve the optimal outcome, the contract price, and outcome guarantee. **During this development period, which generally takes 2-3 weeks, Paradigm will continue to provide active, onsite case management,** working collaboratively with the claim professional(s) to ensure maximum communication and proper coordination of care.

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Frequently Asked Questions

Does Paradigm provide medical treatment?

Paradigm does not provide medical or health care services; Paradigm provides case management services. Paradigm's contracted physicians and network managers consult and collaborate with the injured worker's various treating physicians to provide continuous expert oversight and onsite case management.

Do I need to have a contract or agreement in place with Paradigm before referring a case?

No. There is no contract required in order to refer a case to Paradigm for assessment.

If I refer a case, what communication can I expect to receive?

Upon referral, all parties identified as requiring clinical updates will receive direct communication from the Paradigm network manager. Communication will occur shortly after the network manager receives the case information and then within 24 hours of completing the initial onsite assessment. Ongoing, Paradigm will provide updates at least weekly to the claim professional until the Outcome Plan contract is accepted. Once an Outcome Plan contract is accepted, Paradigm provides detailed written reports monthly, as well as additional telephonic or email communications as requested and any time a significant.

What types of claims are considered catastrophic?

Examples of catastrophic injuries include:

- Acquired brain injuries
- Spinal cord injuries
- Multiple trauma
- Amputations
- Severe burns

What happens if the injured worker obtains an attorney?

The Paradigm team will continue to work with the injured worker as long as it is allowable by the plaintiff counsel. Paradigm will assist in educating the plaintiff counsel on the purpose and goals of their catastrophic care management services. If the plaintiff attorney disallows direct contact with the injured worker and/or the injured worker's treating providers, then Paradigm will discuss options for ongoing services with the member.

Am I committed to entering into a contract with Paradigm when I refer a case?

No. Upon referral, the Paradigm Management Team begins the assessment and active case management while developing an Outcome Plan contract for your consideration. Only after the Outcome Plan contract is developed and presented will you make the decision to accept or reject the contract.

What does it cost for Paradigm to do an assessment?

There is **no cost** for an assessment. The standard \$4,500 assessment fee will be waived as part of the partnership between NLC-RISC and Paradigm.

When should I refer a case?

Ideally, a case should be referred as quickly as possible to ensure that expert catastrophic care management begins immediately. There is no commitment to enter into a contract when a case is referred for assessment.

Paradigm produces more than optimal outcomes—Paradigm helps restore the best possible lives to injured workers and their families.

32%

lifetime medical costs savings

75%

release-to-return-to-work rate

Source: Independent actuarial study, *Catastrophic and Complex Workers' Compensation Claims Cost Analysis*—June 2026




Refer a case today.

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