CASTLE ROCK
SPECIALTY GROUP
Built on strength. Driven by outcomes.

MCMS
MICHIGAN CASE MANAGEMENT SERVICES
Providing Health and Disability Solutions
a division of Castle Rock Case Management

Field Nurse Case Manager (RN)

Castle Rock Case Management | Michigan | Field-based / Work from home | Full-time

About Us

Castle Rock Case Management delivers independent, outcome-focused medical case management for insurance carriers, employers, third-party administrators, and attorneys. We help injured and ill individuals recover, regain function, and return to work, while giving our clients clear communication and cost-effective care coordination. We're a growing firm built by insurance industry professionals, and we're looking for experienced nurses who want the autonomy of field work with the support of a team that values clinical judgment.

The Role

As a Field Nurse Case Manager, you'll coordinate care for injured and ill individuals from referral through case closure. Referrals come from insurance companies as well as attorneys. You'll work directly with claimants, treating physicians, employers, adjusters, and attorneys to make sure care is appropriate, timely, and cost-effective, and that everyone knows the plan for recovery and return to work. This role reports to the Nurse Supervisor.

What You'll Do

- Complete initial assessments through in-person and telephonic contact with claimants, providers, and employers
- Develop, implement, and update individualized case management plans with measurable goals
- Attend physician appointments to clarify diagnoses, treatment plans, restrictions, and prognosis
- Coordinate medical services, including specialist referrals, diagnostic testing, therapy, DME, and home care
- Facilitate return-to-work efforts, including light-duty and modified-duty options with employers
- Communicate progress and recommendations to referral sources, whether insurance companies or attorneys, in clear, timely written reports
- Document all case activity accurately and bill time in accordance with company standards
- Identify barriers to recovery early and recommend solutions to the claims team
- Maintain strict confidentiality and HIPAA compliance

What You Bring

Required:

- Active, unrestricted Registered Nurse license in Michigan
- Minimum 3 years of clinical nursing experience; background in orthopedics, rehab, ER, neuro, or occupational health is a strong plus
- Valid driver's license, reliable vehicle, and auto insurance, with willingness to travel within the assigned territory
- Strong written communication skills and comfort producing professional reports

- Self-directed, organized, and able to manage a caseload independently from a home office
- Proficiency with Microsoft 365 and comfort learning new case management systems (training provided)

Preferred:

- Certified Case Manager (CCM), CRRN, COHN, or similar certification, or willingness to pursue one
- Prior workers' compensation, auto, or liability case management experience
- Knowledge of the assigned territory and Michigan workers' compensation regulations

Physical Requirements:

- Ability to drive and travel regularly within the assigned territory, including to physician offices, medical facilities, employer worksites, and claimant homes
- Ability to walk, stand, and move through medical facilities and worksites during field visits
- Ability to work from a home office, including prolonged periods of sitting and computer use
- Frequent telephone communication

Key Performance Indicators:

- Meeting individual monthly billable hour goals
- Caseload management and closure effectiveness
- Timeliness and quality of contacts and documentation
- Return-to-work outcomes
- Treatment plan coordination
- Compliance with regulatory and company standards
- Customer satisfaction measures

What We Offer

- Competitive compensation package
- Mileage reimbursement at the current IRS rate
- Flexible, home-based schedule
- Company-provided laptop and Communication Allowance
- Health, dental, vision, 401(k), and PTO
- Continuing education support for all case managers, including CCM renewal for those already certified
- CCM exam reimbursement for case managers who earn their certification while with Castle Rock, with a one-year commitment following certification (costs may be recouped if employment ends within that year)
- A small, experienced team where your work is seen and your input matters

Castle Rock Case Management is an equal opportunity employer. We welcome applicants of all backgrounds and do not discriminate on the basis of any protected characteristic.