

# The *INNOVATOR*

## Significant FY19 Results To Date

Workers' Compensation Services and MC Innovations hit the ground running in the first year of the NEW contract! With half the year complete, we thought it would be a good time to look back at some of our results.

### Key Program Successes

**Successful Implementation of Contract WCS19-01** - This implementation included some new services from existing team partners as well as the addition of team partners. Key program changes and/or new services include drug monitoring program, addition of Claim Associates into claim teams, moving additional support functions to centralized corporate services, additional nurse case manager, more access to the Program's Medical Director, daily attempts at contact with the injured worker, as well as a pilot Chronic Pain Management Program.

**First Report of Injury Portal (VLW)** - Significant enhancements have been made to the new claim reporting portal. Among the most significant enhancements is the ability of named users to upload documents to the claim file and add annotations or notes to the claim file.

**Direct Deposit** - Enrollment for direct deposit continues to grow. At the end of FY15 we had enrolled 30.9% of eligible injured workers. Enrollment is currently at 59%.

**Subrogation Recoveries** – Subrogation recoveries through two quarters of FY19 totaled \$ 259,137.

### Key Metrics

**Compensability decision turnaround time** – So far this year we made compensability decisions on 1,419 claims with an average compensability turnaround time of 15.2 days compared to 18 days for the same period in FY18.

**Medical bill payment turnaround time** - Average payment lag time of 8 days. Less than 1% of medical checks issued were more than 30 days from the date of receiving a complete and proper bill. These results are consistent with FY18 results through two quarters.

24,919 bills were allowed for payment by our medical bill adjudication partner with recommended payments totaling \$15,667,000. This was a savings of 36.18% or \$8,876,000 up from \$6,527,000 in FY18. Since medical bill payments account for 66% of our overall workers' compensation costs, it is important to have effective medical cost containment strategies in place.

On average we have approximately 320 claims open for field and nurse consultant case management. For the first two quarters of FY19 we estimate cost avoidance from field case management at just over \$1.37M. We also reported 45 referrals to our Medical Director with conservative cost avoidance estimates of \$153,542.

An MC Innovations  
Publication

### Special points of interest:

- > VLW enhancements released.
- > Compensability TAT—15.2 days!
- > Direct Deposit reaches all-time high!
- > Claim Associates take on bigger roles.

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**Medical Bill  
Payment Lag  
Time = 8 days**

**24,919 medical bills  
allowed for payment**

**Medical bill  
adjudication  
savings just  
over 36% or  
\$8.8M**

## Program Spotlight– Claim Associates

For the past few years it has become increasingly difficult to find qualified claim professional candidates due to the depleted labor pool. In the new contract we felt it important to address this growing concern, through the introduction of a Claim Associate Training Program. We were able to promote four employees from the Clerical Support Team to fill these roles. This program is structured around classroom instruction combined with actual work experience. Claim Associates are paired with benefit coordinators who not only possess strong technical knowledge but also have a desire to mentor new training associates. Initially, the Claim Associate will shadow their assigned benefit coordinator-mentor, while over time being asked to complete, under close supervision, increasingly complex tasks associated with the claims process, starting with making the initial contacts and investigation to final claim resolution. If you haven't heard from these folks yet, we are sure you will in the coming months!

### **Blake Thompson:**

Blake has been with MCI for close to two years. He loves learning new skills and gaining knowledge and enjoys being with his co-workers. In his free time, he enjoys playing basketball and spending time with his sons. While he doesn't any longer, Blake used to compete in swimming. Weird fact—he used to work for Maruchan the noodle factory.

### **Katrina McKnight:**

Katrina has been with the program for close to 15 years and before that was with another state agency. She would describe the clerical support role she filled before being given the Claim Associate opportunity as “taking care of the paperwork for people who were hurt on the job to get them back to work.” Most unusual job—selling light bulbs.

### **Pam Harris:**

Pam has been with the program since December of 1998. Pam gained some claim handling experience by handling medical only exposure type claims, before being promoted to Claim Associate. She enjoys assisting injured workers and making them feel better. Favorite movie—any Denzel Washington movie.

### **Terry James:**

Terry is a relative newcomer to the program. She has been with us a little over one year, but had significant administrative experience. Terry describes herself as #prompt, #independent and #private. Terry is passionate about her children and loves to relax when not at work. Least favorite chore—dishes.



From left to right –Terry James, Pam Harris, Blake Thompson, Katrina McKnight

## Safety Officer Networking Meetings UPDATE

Safety Officer Networking Meetings or **SONMs** began in 2017 and are an excellent opportunity for designated safety officers, safety committee members, and those with safety responsibilities or safety-related “other duties as assigned” to network, problem solve, and gather relevant information and the latest industry-related news. Since the revival of our meetings we’ve had **9 sessions** in **3 regions** across the Commonwealth with approximately **188 attendees** and **WE ARE CONTINUING TO GROW!!** Because of this growth we were able to add a **NEW REGIONAL LOCATION!** Thank you to all who attend and continue to spread the word about the meetings.

We’ve been fortunate to have information presented to us from the leadership of the Virginia Department of Emergency Management (VDEM), the Virginia Department of Fire Programs (VDFP), the Virginia Division of Consolidated Laboratory Services (DCLS), the Virginia Public Safety Training Center (VPSTC), the Department of Labor and Industry/Virginia Occupational Safety and Health (DOLI/VOSH), Old Dominion University (ODU), and Virginia Tech (VT), to name a few. During these sessions, attendees have been able to ask questions and seek guidance and clarification for their safety concerns. Attendees also have the opportunity to share valuable information related to successes achieved in their own safety programs.

Attendee comments include:

*“Very informative”, “Information presented was very beneficial to my job duties”, “I gained knowledge about who to contact if I have any additional questions”, “Excellent info on State Fire Marshal duties and scope and common issues observed”, “Information helped me prepare for Fire Marshal inspections”, “Good for networking”, “I learned things I didn’t know or didn’t think about before today’s meeting”, and “Good variety of topics”.*

**Don’t let the next round of meetings pass you by.**

Go to: <https://covlc.virginia.gov/ContentDetails.aspx?id=3CFF14955FE5452A91E3AEDA28E1621D> to register for any of the four available locations.

### **March 19, 2019, 9am - 12pm**

Virginia Public Safety Training Center  
Knox Hall  
7093 Broad Neck Road  
Hanover, VA 23069

### **March 21, 2019, 9am - 12pm**

VA Department of Transportation Salem  
(Auditorium)  
731 Harrison Avenue  
Salem, VA 24153

### **March 26, 2019, 9am - 12pm**

Tidewater Community College  
Portsmouth Campus  
120 Campus Drive  
Portsmouth, VA 23701

### **\*NEW LOCATION\* March 28, 2019, 9am-12pm**

James Madison University  
University Building SB100  
800 S. Main Street  
Harrisonburg, VA 22807

**SAVE THE DATES -  
Safety Officer  
Network Meetings**

**March 19 -Virginia  
Public Safety  
Training Center  
(Hanover)**

**March 21 - VDOT  
(Salem)**

**March 26 -  
Tidewater  
Community College  
(Portsmouth)**

**March 28 - JMU  
(Harrisonburg)**



## Job Club

Ever wonder what happens when injured workers are released to some type of work, but are unable to return to work with a state agency? MC Innovations (MCI) is committed to securing the former employee employment within his/her work capacity. One of the innovative programs utilized is Job Club. This service is provided by MCI team partner Genex Services.

Job club is a four- week program designed to assist the injured worker with job development skills. The injured worker benefits from one-on-one support from the Job Club Facilitator Phil Lawson. Participants also benefit from group discussion and exercises with other job club participants. In addition to improving the injured worker's job-seeking skills, participants are given job leads to pursue.

In order to participate in Job Club, the injured employee must be released to some type of employment and must be literate. Other criteria to consider include:

- ◇ Previous attempts at traditional vocational rehabilitation services has been unsuccessful.
- ◇ Injured employee is motivated to find employment.
- ◇ Employee needs motivation to find employment and would benefit from daily participation in the program.
- ◇ Employees with a secondary diagnosis of depression, who may benefit from the social interaction and daily routine.
- ◇ Employees who are currently working part-time but have a release to full-time modified duty.
- ◇ Employees working with a new employer but at a wage lower than pre-injury.

In addition to viewing and discussing videos on topics including networking, accessing the hidden job market, informational interviewing, and applying for jobs, participants also benefit from in-person and telephonic guest speakers that include hiring managers explaining what they look for in candidates.

Below are examples of some of the positive activity as a result of Job Club in 2018:

- ⇒ Phil accompanied a Job Club participant to the Virginia Chamber Health Care Conference where he was able to observe and coach an injured worker as she networked with potential employers such as Anthem, the YMCA, OrthoVA, LabCorp, and SAARA of VA. Through this event the participant gained more insight and experience meeting, greeting and exchanging information with other attendees and vendors.
- ⇒ An engaged Job Club participant attended all 20 Job Club sessions gaining invaluable job search and networking knowledge. She was engaged in class and also bonded and was helpful to other Job Club participants. She gained confidence in her job-seeking skills. She expressed interest in becoming a mentor and life coach and sought volunteering opportunities through the Virginia Mentoring Partnership at a school. She saw this as an opportunity to get her foot in the door for a job.
- ⇒ Another participant attended 19 of the 20 Job Club sessions. At the conclusion of Job Club, she enrolled in a phlebotomy program and will complete an internship following her certification.
- ⇒ Another participant was referred to Job Club, but did not attend week one of the session. As a result of the unjustified non-compliance, compensation benefits were suspended. Subsequently, the injured worker accepted a position earning \$20,000 more than her pre-injury annual earnings.



Phil Lawson, Job Club Facilitator



## Reporting Work Status Changes

In our January 2017 Newsletter we reported that our program no longer requires the utilization of the Supplementary Report to report changes in an employee's work status. While the Supplementary Report is not required, we still need the same information that was communicated using that form. Some agencies are sending in time sheets or leave reports that don't clearly define time missed as a result of the workers' compensation injury. In these instances the benefit coordinator will need to obtain the necessary information from you. To avoid unnecessary delays and extra work for all, please make sure the information you are supplying duplicates the information that is found when using the Supplementary Report.

When emailing work status via form or document other than the Supplementary Report, we ask that you include the following in the subject line of the email—Supplementary Report Alternative for (injured worker name). This subject line will ensure that the communication is captured in our electronic claim file consistently.

Remember you are also welcome to keep reporting lost time and return to work via the Supplementary Report. The choice is all yours! For those of you electing to continue using the Supplementary Report, you can find the form on [www.covwc.com](http://www.covwc.com) in our Forms Library.

## Panel Development

Agencies are encouraged, but not required, to develop panels from the approved network. We recognize that you may have better knowledge of and relationships with physicians in your community. The important thing is they will work with you on seeing injured workers timely, providing appropriate treatment and returning employees to work when medically appropriate.

If you want help in establishing a panel, Client Services can help! They will search the network and make calls to confirm contact information and verify that the provider is accepting workers' compensation and new patients. If there aren't 3 orthopedics close enough to your location, within the network, they will search outside of the network. If you have any special requirements or questions you want them to confirm, they will do that as well. If you want to make them aware of physicians you want to include, you can do that as well. Client Services can be reached at:

Email – [ClientServices@careworks.com](mailto:ClientServices@careworks.com)

Phone - 800.734.4460 ext 21131

Client Services is staffed Monday through Friday from 8:00 a.m. to 5:00 p.m. CST.

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Got ideas  
for the  
newsletter?

Contact

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