

# The *INNOVATOR*

## Hitting our Stride! Program Updates

Hard to believe we have concluded the first quarter of the second year of the existing contract! Here's a look back at some of our accomplishments, as well as what we are working on for the rest of fiscal year 2020.

### Key Program Updates

- ◆ **Roadshows**– 76 agency representatives participated in the program's annual Roadshows which were held throughout the state. Attendees were informed of FY19 accomplishments and results, FY20 goals, and received over four hours of workers' compensation training.
- ◆ **ACH Payment to Medical Providers**– The program now has the ability to both receive and pay medical providers electronically. 1,184 Virginia medical providers are enrolled via our medical bill adjudication clearinghouse.
- ◆ **Associate Benefit Coordinators** – Our medical only (MO) claim management professionals have been promoted to Associate Benefit Coordinators. Agencies will notice that MO claims that are investigated and determined compensable will continue to be handled by the benefit coordinator that completed the investigation. Fewer claim transfers!

### Key Metrics

With the close of another quarter comes the analysis of various key program metrics. The table below compares first quarter 2020 to the first quarters of 2019 and 2018.

Metric	Q1FY18	Q1FY19	Q1FY20
Total Open Inventory	3,743	3,444	3,209
Indemnity	2,482	2,337	2,189
Medical Only	1,261	1,107	1,020
# Claims Received	1,806	1,798	1,910
Indemnity	116	142	132
Medical Only	909	783	916
Record Only	781	873	862
Closing Ratio	98.74	101.23	99.9%
# Compensability Decisions	1,022	1,028	1,070
Ave Compensability Lagtime (days)	17	11	8
# Medical Bills Adjudicated	12,259	13,010	13,290
\$ Medical Bills Paid (in millions)	\$8.53	\$7.50	\$6.61
Cost Avoidance (in millions)	\$3.37	\$4.80	\$4.70
Ave Medical Bill Turnaround Time (days)	8	8	13

An MC Innovations  
Publication

Special points  
of interest:

- > FY20 FOCUS!
- > UPDATED Agency Claim Manual available
- > Data Analytics utilized in management of workers' compensation claims
- > Compensability decisions continue to improve

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*(Program Updates- continued)*

### FY20 Focus

- ◆ **Program website re-design**—MCI is working with its webmaster to refresh the covwc.com website. Stay-tuned for exciting updates!
- ◆ **Data Analytics Pilot Program**—Predictive analytics will be utilized to help identify potentially severe claims early in the claim process and on an ongoing basis until claim closure. The goal is to identify claims with the greatest likelihood of being costly so that we may engage the appropriate resources early in the life of the claim.
- ◆ **Training for Agencies**—We will continue to enhance our workers' compensation and loss control training opportunities.
- ◆ **Maturation of Claim Associate Program**—We are busy training benefit coordinators of the future. This program is structured around classroom instruction combined with actual work experience. Claim Associates are busy shadowing benefit coordinator-mentors, while being assigned increasingly complex tasks associated with the claims process, starting with making the initial contacts and investigation to final claim resolution. The program is already paying off with one promotion to date!

## SAVE THE DATES

### Safety Officer

### Network

### Meetings

March 5, 2020

Christopher Newport  
University (Newport  
News)

March 17, 2020

Forestry Department  
(Salem )

March 31, 2020

VDOT  
(Sandston)

April 2, 2020

Southern Virginia  
Higher Education  
(South Boston)

## Employee Spotlight– Coleen Vaughan



Talk about coming full-circle! Coleen is no stranger to our program, having worked as a field investigator years ago for the third party administrator that managed the workers' compensation program. She also worked as a Team Leader when the program was under the Department of General Services. Much of her 35-year industry experience was gained while working for Chubb (aka Ace USA or ESIS).

Coleen rejoined our team as the Director of Workers' Compensation for the claim service provider in August of 2019. Coleen is a graduate of VCU with a Bachelor of Science in Business Administration.

### Quick Facts about Coleen:

#### Hashtags that describe you.

#loveslife; #blessed; #joyful; #lovestosmile; #giver

#### Any random facts you could share with us?

My oldest son was on the NCAA Football Championship team for the University of Richmond 2008 as the running back; he furthered his career in the NFL for 5 years.

#### Tell us something about yourself that would surprise us?

I have a twin sister.

#### Secret talent?

Singer & on the worship team at church.

#### When you are not at work how do you enjoy your time?

Decorating & completing DIY projects; spending quality time with my family and friends.

#### If you were stuck on an island what three things would you bring?

Water, Chocolate & Music



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*(Employee Spotlight-continued from page 2)*

### **Best vacation you've been to or favorite travel spot?**

The best vacation ever is when we took our sons to Cedar Point Ohio, the Roller Coaster Capital of the World. After riding the Dragster, my husband & I decided that maybe we should retire from such thrills and leave that to the kids! It literally took our breath away!

### **Do you have a favorite quote?**

"Dance like no one is watching. Sing like no one is listening. Love like you've never been hurt. And live like it's heaven on Earth."

### **Top 3 life highlights?**

Being a wife & mother; supporting our oldest son during his college & NFL football career; watching my younger son on his TMZ appearance on "Being Mary Jane."

### **If you were to write a self-help book, what would the topic be?**

Gratitude – how to be thankful in the small things.

## **Safe Winter Driving Tips**

It may not seem like it but, summer is ending, and winter weather will be upon us before we know it. Our driving habits will need to change during the winter months to avoid accidents. By having your vehicles prepared and ready to take on the perils of wintry roads, both you and your car will be around to maneuver in the spring.

### **Prepare Your Car for Winter Driving Conditions**

Along with regular maintenance, here are some simple things to get your car ready for winter:

- Inspect your battery; battery power can drop when the temperature drops. Inspect and clean terminals.
- Inspect your wiper blades and replace if needed. Excellent visibility is crucial to safe driving.
- Add wiper fluid rated for a minimum of -30 degrees F.
- Check tire pressures; tire pressure can drop when the temperature drops.
- If possible, install winter tires with a deeper, more flexible tread.
- If you are using all-season tires, measure the tread depth on your tires and replace if less than 2/32 of an inch.
- Flush your vehicle's cooling system and install fresh antifreeze, inspect hoses and clamps.
- To avoid gas line freezing, keep your gas tank at least half full.
- Keep a cellular telephone with the telephone number of your motor club, plus blankets, hats, gloves, boots, food, and water along with any needed medication when operating your vehicle.

### **Know Your Car's Safety features**

"*My Car Does What?*" is a campaign designed to educate drivers about their vehicles' built-in safety features. Just search for your car and discover what safety features your vehicle has.

*Anti-lock braking system (ABS)* is standard on most new vehicles and will assist you while steering in an emergency by restoring traction to your tires. ABS may pulse or vibrate when engaged. Press and hold firm pressure to the brake pedal.



*(Safe Winter Driving-continued from page 3)*

*Traction control* is now a standard feature on most new vehicles. Traction control helps your vehicle gain traction on wet, snowy, slippery, icy surfaces, when accelerating from a slowed or stopped situation, or when trying to drive up a slippery hill.

### **Before You Start Out**

Traveling in bad weather is not only stressful, it's dangerous as well. Here are some suggestions to try before hitting the road:

- In icy conditions venture out only if you absolutely have to. If the forecast looks questionable, if possible, wait out the storm; if you really must travel, share your route and travel plans with someone before you leave.
- During the winter, you may want to start and warm up the car before heading out.
- To prevent carbon monoxide poisoning, don't ever leave a motor vehicle running in your garage or enclosed area, even with the garage door or windows open.
- Clear and clean your car's side-view mirrors and external camera lenses so you'll be able to see what's around you.
- Clear dirt, ice, and snow from safety sensors to permit assistive-driving features like automatic emergency braking to work.

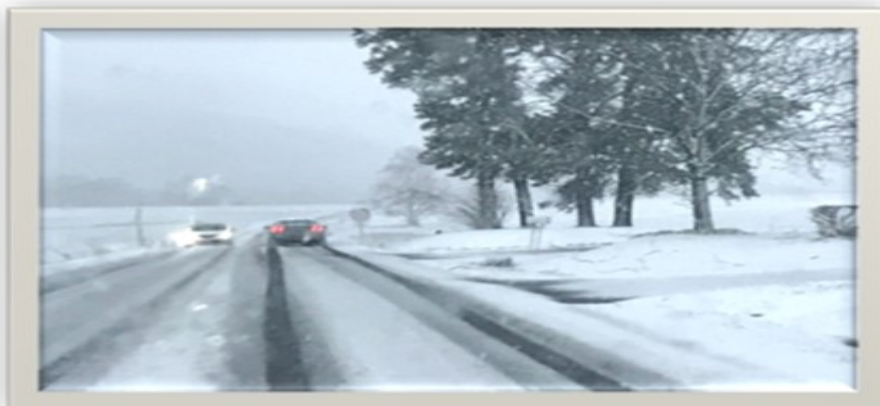
### **How to Avoid a Crash**

- Increase following distance to 8 to 15 seconds.
- Avoid or minimize using cruise control in slippery or icy conditions.
- Always steer in the same direction of a skid, so you don't have to overcorrect to stay in your lane when your wheels regain traction.
- Accelerate and decelerate slowly.
- Avoid stopping when driving uphill.
- Drive to a safe area and do not drive until weather conditions improve when your visibility is limited due to extreme weather conditions.
- Unless it is an absolute emergency, avoid pulling off onto the shoulder. In limited visibility, other vehicles can't see yours on the shoulder.
- If you become stranded in a remote or unfamiliar area, stay with your vehicle. If you have road flares or reflective warning markers, place them in front and behind your vehicle and make sure mud, snow, or other objects do not block the exhaust pipe.

You are your car's best safety device. By taking proper precautions, you increase your chances of arriving safely at your destination.

Works cited:

<https://mycardoeswhat.org/>



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## Tips for Teamwork



4-DIGIT ZIP CODE EXTENSION REQUIRED BY VIRGINIA WORKERS' COMPENSATION COMMISSION

<https://tools.usps.com/zip-code-lookup.htm?byaddress>

USE THIS USPS TOOL TO LOOK UP THE INJURED WORKER OR AGENCY ZIP CODE EXTENSION  
Agencies should include the extension as part of the IW or agency address at the time of claim entry.

Reminder of pending Workers' Compensation Accident report(s) - 10 days old. LAST REMINDER

no-reply@yorkrsg.com 10:00 AM (7 minutes ago)

Final 10 day reminder received

**FROI Review Reminder**

The following pending forms are 10 days old and need to be reviewed for approval/submission:

79906 TESING EMAIL on 27-09-2019, REMINDER 09/01/2019

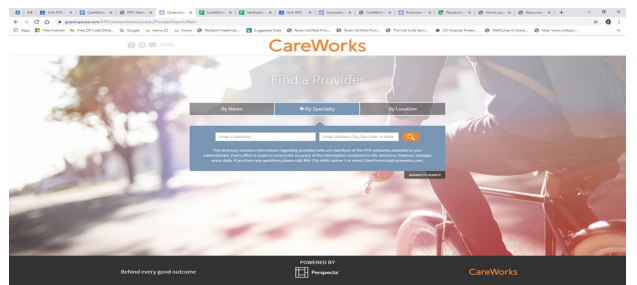


### FROI SUBMISSION REMINDERS

If you are a named user within the FROI application and submit new accident reports to MCI, you will receive an email reminder on any claim that remains in your list that hasn't yet been submitted to MCI, at 3, 5, and 10 days. If for some reason the claim should not be submitted to MCI please delete it.

### UPDATED AGENCY CLAIMS MANUAL


Go to the DHRM website for the Agency Claims Manual—<http://www.dhrm.virginia.gov/docs/default-source/workerscomp/>



MC Innovations is excited to announce that CareWorks National PPO Provider Search tool has a new look!

Continued access via <http://covwc.com/>

If you need help navigating the CareWorks Provider Search

tool, select the  icon located in the upper left of the site or contact CareWorks Client Services: [ClientServices@CareWorks.com](mailto:ClientServices@CareWorks.com) or call (800) 734-4460 Option 1