


From Hire to Retire
Navigating the Foxholes and Landmines in
WC Cost Management
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For the way you do your work.


Course Objectives

- Provide an overview of the cost management process pre and post loss
- Explore the common areas of leakage in WC cost management and why they occur
- Understand roles and responsibilities of all parties in the WC management process
- Prepare for the common challenges to success
- Plan for implementing best practices



Corridor of Success

- Hiring, Placement & Retention: Setting the stage for a safe & productive employment relationship
- Post Incident Response: Critical steps in the corridor of care
- Case Management: Closing the dikes in the dam
- Changes in Employment Status
- Implementation of Best Practices
- Q&A



Food for Thought....


- Of all the parties involved in a workers' compensation claim....

Who has the greatest opportunity to influence outcomes???




Avoid Hiring Your Next Claim

- Proper screening
 - Hiring process
 - Can you really know who you are hiring and still be EEOC compliant?



Avoid Hiring Your Next Claim

- Proper screening
 - Hiring process
 - Can you really know who you are hiring and still be ADA compliant?
 - Employment Gaps
 - Absence Indicators
 - Interview Tree
 - Reference Checks
 - Written Job Description
 - Drug & Alcohol Screening
 - Post Hire Medical Screening



Springboard for a Successful Career

- Orientation & Re-orientation
 - At best, people retain 5-10% of what they hear



Springboard for a Successful Career

- Orientation & Re-orientation
 - Focus on LEARNING
 - Train with multi-faceted methods
 - Break into short segments



Method	Average Student Retention Rate
Lecture	10%
Reading	10%
Audiovisual	20%
Demonstration	30%
Discussion	50%
Practice doing	75%
Teach others	90%

Source: National Training Laboratories, Bethel, Maine

Springboard for a Successful Career

- Orientation & Re-orientation
 - Openly discuss safety and injury reporting expectations
 - Give high level information about WC
 - Plan for refreshers
 - Make safety and incident response a routine part of your company communications strategy



Method	Average Learning Retention Rate
Lecture	10%
Reading	10%
Audiovisual	20%
Demonstration	30%
Discussion/Group	50%
Practice By Doing	75%
Teaching Others	90%


Shaping the Success Curve

- Job Suitability
 - Does one size fit all?



Shaping the Success Curve

- Job Suitability
 - Fit the work environment to the person
 - Teach the employee to do the job safely
 - Provide written work methods and expectations
 - Consider a buddy system for new hires
 - Provide PPE where necessary and/or required



Keeping Your Investment Safe

- Retention....fighting off the complacent zone



Keeping Your Investment Safe

- Retention....fighting off the complacent zone
 - Periodic refreshers
 - Adjusting to new technology and work methods
- Safety is a job performance issue
- Post hire drug & alcohol screening
- Incentive programs
- Career advancement
- Aging workforce



Keeping a Clear Vision

- Regulatory Compliance & Other Considerations



Keeping a Clear Vision

- Regulatory Compliance & Other Considerations
 - OSHA, DOL, DOT, FAA, EEOC, etc.
 - Compliance vs. safety
 - Recordable does NOT equal compensable
 - Frequency counts but don't let the pedal off of severity
 - Managing the crosshairs between ADA, FMLA, HIPPA and WC
 - So who is GINA?
 - Temporary work force
 - Union contracts





First Alert: Worker is Down!

- Prompt Notification



First Alert: Worker is Down!


- Prompt Notification
 - Employee to Employer
 - Employer to Carrier/TPA



What occurs in the first 24-48 hours after an injury will highly influence the outcome!


Keeping the "Oops!" Out

- Delayed reporting is often the unintended result of good intentions
 - Post accident drug/alcohol testing
 - Management communications
 - Advertised benchmarks
 - Internal investigations



Keeping the "Oops!" Out


- The good scout rule..... "be prepared"
 - Advertise primary contact for WC coordination
 - Site medical assessment
 - Off site medical care
 - Role of escorting
 - Managing expectations
 - Keep the supervisor in the loop
 - Educate everyone



- Avoid managing by exception....consistency is key


Keeping the "Oops!" Out

- The best assumption is to "assume no one knows what to do"
 - Incident Response Kit
 - First Responder Instructions
 - Available Medical Providers
 - Escort Instructions
 - Restriction Form
 - Communication Brochures



Time is Money!

- Timely claim reporting



Time is Money!

- Timely claim reporting

Statistics have shown that the longer you wait, the more costly the claim.

Report Lag in Days	Relative Average Claim Size
0-7	NA
8-14	10%
15-28	21%
29+	48%

Time is Money!

- Timely claim reporting
 - “Sunset” rule

Who’s on First!

- Incident Investigation vs. claim investigation


Who's on First!

- Incident Investigation vs. claim investigation
 - Investigation objectives
 - Roles and responsibilities
 - Managing expectations




Who's in Charge?

- Confusion can lead to poor decision-making




Who's in Charge?

- Case management is everyone's job
 - Communication and partnership is key
 - Open dialogue
 - Transparency
 - Team effort
 - Regular case reviews




Out of Sight...Out of Mind


- Contrary to popular belief.....absence does not make the heart grow fonder....at least not in the workplace.



Out of Sight...Out of Mind




- Stay at work vs. Return to work
- Does anyone have "light" duty?
- Transitional Duty
 - Purpose & objectives
 - Eligibility criteria
 - Key steps and tools
 - ADA considerations
- Keep the connection live




Managing Outside Influences

- Is the chorus out of tune?
 - The "claim" doesn't live in a vacuum and is subject to many influences.




Managing Outside Influences

- Managing Partner Relationships
 - Medical Providers
 - Carrier/TPA
 - Nurse Case Managers
 - Legal Vendors
- Managing Disputes
 - Claim denials
 - Communications
 - Legal parties
 - Union contracts




Managing Outside Influences

- Benefit Coordination
 - Coordinating LOA with WC
 - Benefit stacking
 - Communicating expectations from different plans



Til Closure Do Us Part

- Don't rely on anyone else to take a claim to closure....YOU must drive the boat.




Til Closure Do Us Part




- Achieving MMI
 - RTW implications
 - ADA/FMLA considerations
- Case Resolution
 - PPD awards
 - Settlements
 - Case Closure Review



Til Closure Do Us Part



- Managing Employment Issues
 - Employee/employer relations
 - Union relations
 - Disciplinary actions
 - Voluntary vs. Involuntary separation
 - Retirement
- A Word About Fraud & Abuse



Fraud Triangle

Implementation of Best Practice

- What is a best practice?



Implementation of Best Practice

- Critical factors for successful implementation and execution
 - Senior management commitment and participation
 - Written policies, procedures, communication
 - Defined roles and responsibilities
 - Training for all stakeholders
 - Program metrics
 - Periodic program review and adjustment



Paradigm Shift.....

- Remember, we are managing PEOPLE...not claims
 - Behaviors....not attitudes
 - Expectations...not motives
 - Actions....not results

Desired results will come when we manage the things we can influence through proper planning, education and supporting tools and procedures.



Open Discussion