

Case Manager Dashboard – Report Summary

May 2016

This report provides summary data for the Case Manager Dashboard report which is distributed by the Data Warehouse on the first of each month to the team leads, managers, and director of Compensation Services. The data in this report is at the manager level.

CASELOAD END OF MONTH

MANAGER	CASELOAD	ACTIVE	INACTIVE	TEL	ESRTW	LMR	EEL	CASES IN	CASES OUT
	513	348	165	184	106	22	48	79	-62
	705	423	282	240	102	39	119	115	-98
	983	544	439	353	118	36	117	293	-120
	554	306	248	152	114	15	83	90	-86
TOTALS	2,755	1,621	1,134	929	440	112	367	577	-366

ACTIVE ON PAYMENT – SHORT TERM DURATIONS

TEL Weeks & Current Year Claims

MANAGER	TOTAL NUMBER OF CLAIMS	WEEKS APPROVED	AVG TEL WEEKS / CLAIM	NUMBER OF CASE MANAGERS	AVG TEL WEEKS / CASE MANAGER
	72	388.87	5.40	8	48.61
	89	580.48	6.52	10	58.05
	125	835.06	6.68	11	75.91
	77	438.19	5.69	7	62.60
TOTALS	363	2,242.6	6.18	36	62.29

ACTIVE ON PAYMENT – AGED CLAIMS

Excludes EEL

MANAGER	TOTAL NUMBER OF CLAIMS	# OF CLAIMS AGED > 26 WEEKS	% OF CLAIMS AGED > 26 WEEKS
	319	116	36.4%
	382	162	42.4%
	513	198	38.6%
	286	101	35.3%
TOTALS	1,500	577	38.5%

ACTIVE ESRTW – PLAN STATUS

MANAGER	# of ACTIVE ESRTW CLAIMS with No Plan Found	ESRTW NON PAY	% of claims No Plan Found ESRTW non pay	ESRTW PAY	% of claims No Plan Found ESRTW pay
	27	23	85.2%	4	14.8%
	26	21	80.8%	5	19.2%
	20	17	85.0%	3	15.0%
	42	32	76.2%	10	23.8%
TOTALS	115	93	80.9%	22	19.1%

CASE PLANS – ACTIVE ON PAYMENT
Claims with Empty Case Plans

MANAGER	# of Claims
	17
	24
	26
	16
TOTAL	83

TIME TO FIRST CONTACT
YTD Results for Time to First Contact – Including Attempted Contacts

MANAGER	NUMBER OF REFERRALS	CONTACT / RTW or ATTEMPT <= 2 DAYS	CONTACT / RTW or ATTEMPT <= 2 DAYS %
	197	178	90.36%
	274	240	87.59%
	393	358	91.09%
	231	215	93.07%
TOTALS	1,095	991	90.50%

TIME TO FIRST CONTACT
YTD Results for Time to First Contact – Excluding Attempted Contacts

MANAGER	NUMBER OF REFERRALS	CONTACT / RTW or ATTEMPT <= 2 DAYS	CONTACT / RTW or ATTEMPT <= 2 DAYS %
	197	106	53.81%
	274	169	61.68%
	393	244	62.09%
	231	146	63.20%
TOTALS	1,095	665	60.73%

CURRENT ESRTW CLAIMS – HIERARCHY LEVELS

Days since Hierarchy Update

MANAGER	TOTAL NUMBER OF CLAIMS	< 45 DAYS	% <45	46 – 90 DAYS	% 46 - 90	> 90 DAYS	% > 90
	88	39	44.3%	18	20.5%	31	35.2%
	71	35	49.3%	14	19.7%	22	31.0%
	85	47	55.3%	16	18.8%	22	25.9%
	84	40	47.6%	12	14.3%	32	38.1%
TOTALS	328	161	49.1%	60	18.3%	107	32.6%

CURRENT ESRTW CLAIMS – HIERARCHY LEVELS

Number of Claims on either N5 or O6 Hierarchy Level

MANAGER	TOTAL NUMBER OF CLAIMS	N5 – Alternate Work	O6 – Alternate Work
	88	6	6
	71	4	1
	85	5	7
	84	1	5
TOTALS	328	16	18