

**WorkplaceNL**

# Claims Management Model



September 2016

AWCBC's Compensation and Benefits  
Committee

# Components of the Claims Management Model:

- New injury reporting forms
- Claims Registration
- Entitlement
- Case Management – Health Care
- Early and Safe Return to Work
- Labour Market Re-entry (LMR)
- Vendor Management
- Extended Services
- Quality Team

# Claims Management – Trek to the Summit

**Claims Management**  
▲ Trek to the summit 2015

**2014**  
Claims Management

- Entitlement
- ESRTW Phase 2
- Extended Services Unit

Web Services

- Chiropractor Invoicing
- Web and Claims Management

**December 2013**  
Early and Safe Return to Work

**October 2013**  
CSA Functionality  
Rates and Payments

**November 2012**  
Vendor Management

**June 2012**  
Entitlement  
New Work Queue and Claim Content

**January 2012**  
Release 3A  
Distribution & Deployment

**January 2011**  
Release 2B  
Claims Management

**November 2010**  
Release 2  
Claims Management

**May 2010**  
Business Elements, Release 2  
Claims Management

**October 2008**  
Claims Registration

**January 2004**  
Trek Begins

# Injury reporting Forms

- In 2008 changes to the reporting forms were implemented.
- Claim number identification and assignment was automated.
- Automatic monitoring and notification to clerks to follow up with employers who are late in reporting injuries.
- Further reporting form changes as the implementation progressed

# Entitlement

- Reduction in time to adjudicate claims
- Improvements in the quality of information available to adjudicators through expanded data entry in claims registration
- Increased early intervention focus for ESRTW, even before a claim has been adjudicated.

# Case Management

- Case Planning
- Early Intervention
- Team Reviews
- Team Composition (Industry Alignment)

# Work Center

The screenshot displays the 'Claims Management - Work Queue' application. The interface includes a left-hand navigation pane with sections for 'My Work', 'My Team', and 'Health Care Work Queues'. The main area features a table of tasks with columns for Date, Type, Description, Created By, Claim Type, and Firm. A right-hand pane shows a calendar for October 2010 and a 'Daily Task Counts' table.

Date	Type	Description	Created By	Claim Type	Firm
2010-10-05	System	NEW CLAIM REFERRAL FROM INTAKE	System	TEL	
2010-10-05	System	Drug coverage will expire in 30 days. Review for continuing cov 20101102	System	Lost Time	
2010-10-05	System	Subsequent Report (New PO8)	System	TEL	
2010-10-05	System	Subsequent Report (New PO8)	System	Lost Time	
2010-10-05	System	DIAMOND, BRENDA	DIAMOND, BRENDA	TEL	
2010-10-05	System	RTW Plan. Update schedule	System	Rehab	
2010-10-05	System	GOODRIDGE RE FCE??	DOYLE, KIMBERLY	TEL	
2010-10-05	System	Claim for Form 11	System	TEL	

Tasks	Count
2010-10-05	5 task(s)
2010-10-06	1 task(s)
2010-10-08	1 task(s)
2010-10-09	1 task(s)

# Work Center – Caseload View

**Caseload Distribution**

Percentage	Category	Count
46%	TEL - TEL	(33)
20%	Rehab - General Assessment	(13)
18%	EEL - SEE	(13)
6%	Rehab - ESRTW	(4)
6%	Rehab - LMR Plan	(4)
3%	Rehab - LMR Assessment	(2)
1%	Rehab - Other sub program	(1)

  

**Claims**

Firm	Type	Sub-Type	Payment From Date	Payment To Date
	Rehab	LMR Assessment	2010-09-18	2010-09-30
	Rehab	LMR Assessment	2010-09-14	2010-09-30
	Rehab	ESRTW		
	Rehab	ESRTW		
	Rehab	ESRTW		
	Rehab	ESRTW	2010-09-12	2010-09-30
	Rehab	General Assessment	2010-09-14	2010-11-30
	Rehab	General Assessment	2010-09-08	2010-10-31
	Rehab	General Assessment	2010-09-10	2010-09-30
	Rehab	General Assessment	2010-09-09	2010-09-30
	Rehab	General Assessment	2010-09-08	2010-10-31
	Rehab	General Assessment	2010-09-08	2010-09-30
	Rehab	General Assessment	2010-09-10	2010-10-31
	Rehab	General Assessment	2010-09-08	2010-10-31
	Rehab	General Assessment	2010-09-09	2010-10-31
	Rehab	General Assessment	2010-09-10	2010-10-31
	Rehab	General Assessment	2010-09-08	2010-10-31

**Column Headings**



# Work Center – Calendar View

The screenshot displays a software interface for 'Claims Management - Work Queue'. The main area is a calendar grid with columns for days of the week and rows for date ranges. Task bars are overlaid on the calendar, color-coded by type: blue for 'Manually Added Tasks' and red for 'Imports from Outlook'. A left sidebar shows a 'My Team' list with 'Case Manager 1' through 'Case Manager 5'. A bottom sidebar shows 'Work Center (8)', 'Caseload (71)', 'Calendar', and 'Contacts'. A status bar at the bottom left shows '2.0.0.42' and the bottom right has an 'Enlarge' button and a zoom level of '100%'.

**Manually Added Tasks**

**Imports from Outlook**

Date Range	Task	Color
Oct 26 - Oct 27	12:00 PM DO CASE PLAN	Blue
Oct 28 - Oct 29	12:00 PM DO CASE PLAN	Blue
Oct 30 - Oct 31	12:00 PM DO CASE PLAN	Blue
Oct 3 - Oct 9	12:00 PM DO CASE PLAN	Blue
Oct 10 - Oct 16	8:00 AM Holiday	Red
Oct 10 - Oct 16	9:00 AM Updated: Claims Manage...	Red
Oct 10 - Oct 16	12:00 PM FU RE ESRTW	Blue
Oct 10 - Oct 16	9:00 AM AES Project Status Meeting	Red
Oct 10 - Oct 16	12:00 PM FU WITH GP AND REFER FO...	Blue
Oct 10 - Oct 16	12:00 PM FU RE PHYSIO AND RTN AP...	Blue
Oct 10 - Oct 16	12:00 PM MEET WKER	Blue
Oct 10 - Oct 16	12:00 PM FU RE MRI APPT AND EMG	Blue
Oct 10 - Oct 16	12:00 PM MEET WKER REFER FOR LM...	Blue
Oct 10 - Oct 16	12:00 PM DO CASE PLAN	Blue
Oct 17 - Oct 23	10:30 AM AES Lessons Learned session	Red
Oct 17 - Oct 23	9:00 AM Updated: Claims Manage...	Red
Oct 17 - Oct 23	11:30 AM AES Project Status Meeting	Red
Oct 17 - Oct 23	12:00 PM CALL DR HILLIER AND VOK...	Blue
Oct 17 - Oct 23	12:00 PM CALL DR BELGASEM	Blue
Oct 17 - Oct 23	12:00 PM FU RE EN-O6 AND PFI RE-A...	Blue
Oct 17 - Oct 23	10:30 AM Updated: Web Services Stat...	Red
Oct 17 - Oct 23	12:00 PM CALL GP RE TFA	Blue
Oct 17 - Oct 23	12:00 PM CALL USA MAYO WKER AN...	Blue
Oct 17 - Oct 23	12:00 PM CALL WKER RE XRAY AND...	Blue
Oct 17 - Oct 23	12:00 PM CALL WKER RE RSD AND RE...	Blue
Oct 17 - Oct 23	12:00 PM FU RE RTN APPT WITH	Blue
Oct 17 - Oct 23	12:00 PM FULL EEL PAID OK? CLOSE...	Blue
Oct 17 - Oct 23	12:00 PM CLOSE CLAIM	Blue
Oct 17 - Oct 23	12:00 PM FU RE APPT WITH SPECIAL...	Blue
Oct 24 - Oct 30	9:00 AM Updated: Claims Manage...	Red
Oct 24 - Oct 30	12:00 PM REFER TO CBOR OR FCE	Blue
Oct 24 - Oct 30	12:00 PM FU RE LMR REFERRAL	Blue
Oct 24 - Oct 30	11:00 AM Relationship Management	Red
Oct 24 - Oct 30	2:00 PM Claims Management Steerin...	Red
Oct 24 - Oct 30	12:00 PM CALL FIT FOR WK RE LMR S...	Blue
Oct 24 - Oct 30	12:00 PM LMR ASSESSMENT	Blue
Oct 24 - Oct 30	12:00 PM SURGERY DATE	Blue
Oct 24 - Oct 30	12:00 PM RTW CLOSE CLAIM	Blue
Oct 24 - Oct 30	12:00 PM SURGERY??	Blue
Oct 24 - Oct 30	12:00 PM CALL PHYSIO RE PROGRESS...	Blue
Oct 31 - Nov 6	12:00 PM SUTURES REMOVED?/	Blue
Nov 1 - Nov 7	12:00 PM FOLLOW UP WITH PAUL SL...	Blue
Nov 1 - Nov 7	12:00 PM CALL USA MAYO RE CBOR...	Blue
Nov 1 - Nov 7	12:00 PM FU WITH OT AT CENTRAL R...	Blue
Nov 1 - Nov 7	12:00 PM CLOSE CLAIM	Blue
Nov 1 - Nov 7	12:00 PM FU RE CBOR PROGRESS	Blue
Nov 1 - Nov 7	12:00 PM EMPOWER CASE CONFERE...	Blue
Nov 1 - Nov 7	12:00 PM FU RE LOW BACK SYMPTO...	Blue

# Claim Summary

The screenshot shows a software interface for managing claims. The main window is titled "Claim Summary" and contains several sections:

- Alerts / Warnings:** A yellow banner at the top displays a warning: "OPIOIDS rcv'd in last 12 mths" and "Proportionment comments exist".
- All Work:** A list on the left side of the main window shows tasks such as "Mail - 2010-10-06 08:50:07" and "Manual - 2010-10-13 12:00:00".
- Part of Body:** A table in the "Information" section lists injury details. A callout points to the "Sacroiliac region" entry.
- Related Claims:** A panel on the right titled "Related Claims (5)" lists other claims with their injury dates and details.

Callouts are present for "Alerts / Warnings", "All Work", "Part of Body", and "Related Claims".

Date	Claim Number	Part of Body	Position	Diagnosis	Status
2009-07-02		Sacroiliac region		Mechanical back pain	Compensable

Lost Time	Injury Date	Occupation	Employer	Area of Involvement	Part of Body	POB Position Status
Lost Time	2000-05-04					
Lost Time	1997-05-09					
Lost Time	1986-11-05					
Health Care	1986-07-16					

# All Notes

The screenshot displays a software application window with a menu bar (Work Queue, Claim, Tools) and a toolbar (Letters, Note, Add Task, Claims Master Review, Print Claim Summary, Copy Claim Number, Refresh). A yellow banner at the top contains alerts: "OPIOIDS rcv'd in last 12 mnths" and "Proportionment comments exist".

On the left, a "Claim Explorer" sidebar lists various claim-related categories such as Claim Master, Summary, Worker Information, and Medical Invoices.

The main area shows a table of claim notes with columns for Date, Claim Number, and Notes and Remarks. A "Notes Search" bar is located at the top right of the main area.

An "Add Note" dialog box is open in the foreground, featuring fields for To, Subject, and Attach data?, along with a rich text editor and a "Type" dropdown menu.

Several callout boxes are overlaid on the image:

- Alerts, Data, Attachments**: Points to the yellow banner at the top.
- Notes Search**: Points to the search bar at the top right.
- Add Note**: Points to the "Add Note" dialog box.

At the bottom left, the version number "2.0.0.42" is visible. At the bottom right, there are "Enlarge" and "100" zoom controls.

# Claim Content

The screenshot shows a software application window titled 'Claim' with a menu bar (Work Queue, Claim, Tools) and a toolbar. The main area is divided into a 'Work' pane on the left and a 'Claim Content' pane on the right. The 'Work' pane shows a list of tasks, including 'New ESRTW Plan. Update schedule' and 'OT REVIEW FOR ACCEPTANCE OF'. The 'Claim Content' pane displays a table of documents with columns for Document Type, Date Received, Document ID, Folders, and Metadata. A search box is located in the top right, and a callout points to it with the text 'Content Search'. Another callout points to the 'Metadata' column in the table with the text 'Meta Data'.

**Content Search**

**Claim Content**

Document Type	Date Received	Document ID	Folders	Metadata
Direct Deposit Form ( CSDDFORM )	2009-09-04	B09253AA.A2W	Administration	
All forms related to calcs. & entitlement ( CSCALCFM )	2009-09-18	B09265AA.BE3	Administration	
13 Week Rate Review Calc Sheet ( CS13RRCS )	2009-09-28	B09272AA.BXR	Administration	
All forms related to calcs. & entitlement ( CSCALCFM )	2009-11-24	B09330AA.AEI	Administration	
All forms related to calcs. & entitlement ( CSCALCFM )	2010-05-20	B10140AA.BMQ	Administration	
Workers Report of Injury ( CSFORM6 )	2009-07-13	B09201AA.A9D	Adjudication	
Employers Report of Injury ( CSFORM7 )	2009-07-03	B09188AA.A0F	Adjudication	
Physicians First Report of Injury ( CSFORM8 )	2009-07-02	B09189AA.AA7	General Health Care	
Physicians First Report of Injury ( CSFORM8 )	2009-07-06	B09189AA.ABA	General Health Care	
Physio Report ( CSPR )	2009-07-07	B09191AA.BNF	Physiotherapy	
Physicians First Report of Injury ( CSFORM8 )	2009-07-13	B09201AA.BB5	General Health Care	
Physicians First Report of Injury ( CSFORM8 )	2009-07-20	B09208AA.BA0	General Health Care	
Physio Report ( CSPR )	2009-07-28	B09211AA.AL3	Physiotherapy	
Physio Report ( CSPR )	2009-07-28	B09211AA.AL7	Physiotherapy	
Physicians First Report of Injury ( CSFORM8 )	2009-07-20	B09215AA.AY8	General Health Care	
Physicians First Report of Injury ( CSFORM8 )	2009-08-03	B09218AA.BW7	General Health Care	
Physicians First Report of Injury ( CSFORM8 )	2009-08-11	B09225AA.BEY	General Health Care	
Empower Referrals ( CSEMPWR )	2009-08-18	B09231AA.AP7	Multidisciplinary Assessment	

**Meta Data**

# Adjudication Folder

Adjudication Notes

Compensable Part of Body

Tasks

Claim Content

The screenshot displays the 'Adjudication Folder' application interface. On the left is a navigation pane with a tree view containing categories like Summary, Worker Information, Employment Information, Injury Information, Tracking Information, Notes / Activities / Alerts, Content, Medical Invoices, Case Plan, and Folders. The 'Adjudication' folder is selected. The main window is divided into several panes: a 'Notes' table with columns for Date, Claim Number, and Notes and Remarks; a 'Compensable' table with columns for Date, Part of Body, Diagnosis, and Mechanism of Injury; a 'Non-Compensable' table with columns for Date, Part of Body, Pos., Diagnosis, and Mechanism of Injury; an 'Awaiting Review' table with columns for Date, Part of Body, Pos., Diagnosis, and Mechanism of Injury; a 'Tasks' table with columns for Due Date, Description, and Assigned To; and a 'Claim Content' section at the bottom showing document thumbnails. Three callout boxes with blue borders and white backgrounds point to specific elements: 'Adjudication Notes' points to the Notes table, 'Compensable Part of Body' points to the 'Part of Body' column in the Compensable table, and 'Tasks' points to the Tasks table. A fourth callout box, 'Claim Content', points to the document thumbnails at the bottom.

# Case Plan

The screenshot displays a software interface for Case Plan management. The interface includes a top navigation bar with 'Work Queue', 'Claim', and 'Tools' menus. A toolbar contains icons for 'Letters', 'Note', 'Add Task', 'Claims Master Review', 'Print Claim Summary', 'Copy Claim Number', and 'Refresh'. The main area is a grid showing a timeline from 2009-07-02 to 2010-04-01. The grid is organized into categories: Medical, Rehab, RTW, and Worker Events. Callouts point to various features: 'Case Plan Categories' (left sidebar), 'Part of Body' (top header), 'PO Approval View' (grid header), 'Document Image Link' (grid cells), 'RTW Graphical Status' (RTW row), 'Case Plan Narrative' (bottom left), 'Contingency Narrative' (bottom middle), and 'Worker Events' (bottom right table).

**Case Plan Categories**

**Part of Body**

**PO Approval View**

**Document Image Link**

**RTW Graphical Status**

**Case Plan Narrative**

**Contingency Narrative**

**Worker Events**

Category	Item	2009-10-01	2009-11-01	2009-12-01	2010-01-01	2010-02-01	2010-03-01	2010-04-01
Medical	Diagnostic Tests							
	Specialist							
	Multi Disciplinary Assessment							
	General Medical Management							
Rehab	Chiro							
	Physio							
RTW	CBOR							
	OT Assessment							
Worker Events	ESRTW							
	WSOR							
Worker Events	Completed Events							
	Planned Events							

Claim Number	Date	Detail	Category	Status
2010-11-26	2010-11-26	MRI nov 26 then follow up with Specialist	MRI	Scheduled
2010-10-03	2010-10-03	Team...		

# Claims Registration Work Queue

Claims Registration Work Queue - SA-005

Work Queue Tools

My Work Pre-Registration Team Work Note Remove

Work Queue Tasks

My Work Queue

Worker Name	Claim #	Age	Potential Type	Actual Type	Reports	Action(s)	Firm Name / Firm Number
		45	Lost Time	Lost Time	Form 7	Resolve Issues with Employer Report	
		48	Lost Time	Health Care	Form 7	call employer for wages test 306pm Obtain Outstanding Forms	
		54	Lost Time	Lost Time	Form 8/10 Form 7 WHSCC Connect Form 8/10C	Waiting Period Expired Review for No Application	
		47	Lost Time	Lost Time	Form 7	Resolve Issues with Employer Report	
		48	Lost Time	Health Care	Form 8/10 Form 7	Waiting Period Expired Review for No Application Resolve Issues with Employer Report	
		80	Lost Time	Lost Time	Form 8/10 Form 6	Resolve Issues with Worker Report	
		52	Lost Time	Lost Time	Form 7 Form 8/10C	Waiting Period Expired Review for No Application Resolve Issues with Employer Report	
		47	Lost Time	Lost Time	Form 6	Review for Report Only Resolve Issues with Worker Report	
		47	Lost Time	Lost Time	Form 7	Review for Health Care Only Resolve Issues with Employer Report	
		47	Lost Time	Lost Time	Form 7	Process Resubmitted Employer Report of injury Resolve Issues with Employer Report	
		47	Lost Time	Lost Time	Form 7	Resolve Issues with Employer Report	
		48	Lost Time	Lost Time	Form 8/10 Form 7	Resolve Issues with Employer Report	
		63	Lost Time	Lost Time	Form 8/10 Form 6 Form 7	Do you have an extra piece of gum?	
		54	ESRTW	Health Care	Form 8/10 Form 7	testing notifications Waiting Period Expired Review for No Application	
		47	ESRTW	Health Care	Form 8/10	Obtain Outstanding Forms	

**My Work Queue**

- All Claims (57)
- Review Later (0)
- New Mail (0)
- Requests / Tasks(7)
- Review Now (57)
- Released (0)

**My Average Age**

ESRTW	50
Fatality	-
Health Care	50
Lost Time	50
No Application	-
Report Only	53

# Early and Safe Return to Work

- Functionality supports WorkplaceNL's plan for enhancing the effectiveness of the Early and Safe Return to Work Program
- Enhanced data capture and management reporting was implemented in 2013 to manage critical aspects of claims management and the ESRTW program



# Further Improvements

- A new application for rate calculations and payment processing
- Online service for submitting ESRTW plans. Employers can complete and submit ESRTW plans through connect, WorkplaceNL's web portal
- Employers are required to confirm the workers participation in the development of the ESRTW plan which addresses survey feedback from injured workers.
- Quality assurance ensures continuous improvement of service delivery for clients.
- Quality assurance framework monitoring and reporting on performance results in relation to established KPI's.
- Quality assurance provides data analysis and proactively addresses trends.

# Entitlement

- Final Stage of the Claims Management Model.
  - Implemented February 2016
  - Supports timely claims adjudication, payment and referral workflows and processing
  - Streamlined communications to clients by eliminating duplicate and redundant letters and clarifying letter content
  - Easier to record, review and verify claim related data, make decisions and perform calculations

# Dashboards

- Case management dashboards
- Management dashboards
- Executive dashboards
  - See attached for dashboard examples.