Claims Management Model

WorkplaceNL



September 2016

AWCBC's Compensation and Benefits Committee

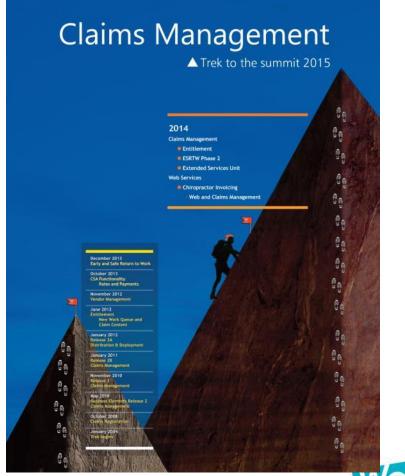


Components of the Claims Management Model:

- 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





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.

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 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)



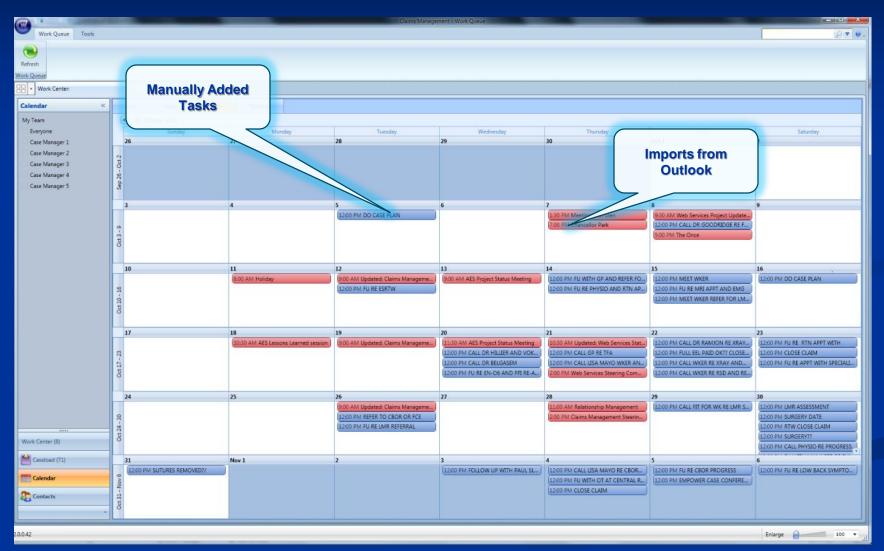
Work Center



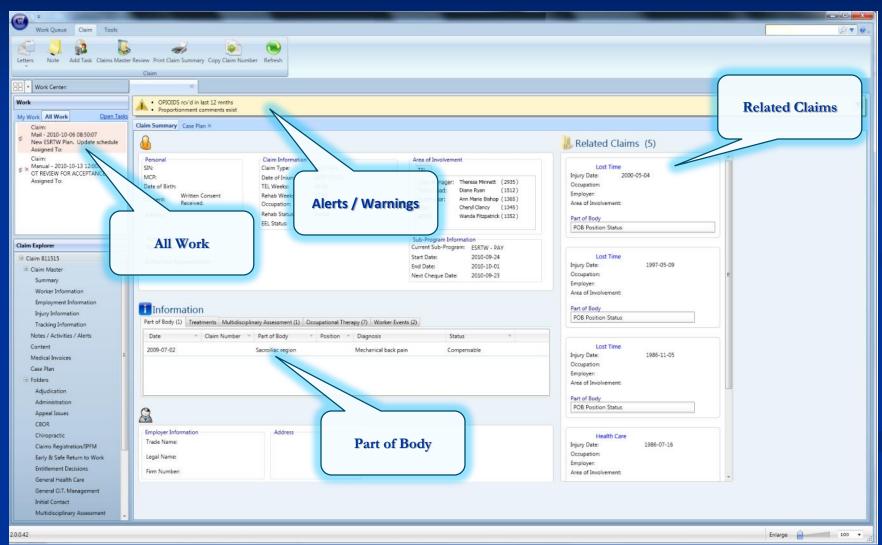
Work Center – Caseload View

Work Queue Tools			Claims Mani	nagement - Work Queue				
Add Task Refresh Work Queue								
Work Center: Caseload (71)	Caseload Distribution	+ Firm	т Туре	- Sub-Type	Payment From Date	👟 🔹 Payment To Date		
Caseload (/1) Caseload Distribution	Distribution	entr.	Rehab	LMR Assessment	2010-09-18	2010-09-30		
46% TEL - TEL (33) 20% Rehab - General Assessment 18% EEL - SEE (13)	13)		Rehab	LMR Assessment	2010-09-14	2010-03		=
6% Rehab - LMR Plan (4)	a)		ehab	ESRTW			Column Headings	
3% Rehab - LMR Assessment (2) 1% Rehab - Other sub program (1)		Claims	chab	ESRTW		ļ		
			N	ESRTW				
			Rehab	- Mark	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		
Work Center (8)			Rehab	General Assessment	2010-09-09	2010-10-31		
Caseload (71)			Rehab	General Assessment	2010-09-10	2010-10-31		
Calendar								
S Contacts			Rehab	General Assessment	2010-09-08	2010-10-31		
	* Today's Appointments							۲
2.0.0.42								Enlarge

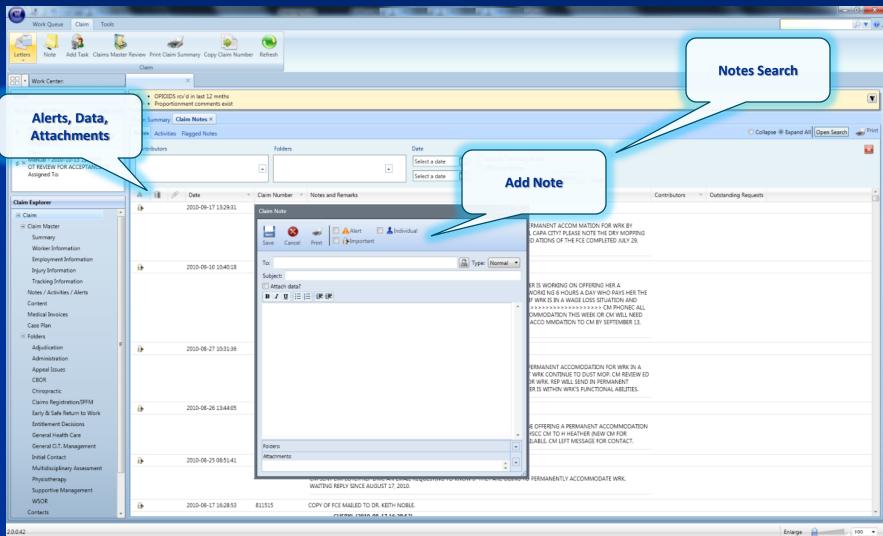
Work Center – Calendar View



Claim Summary



All Notes



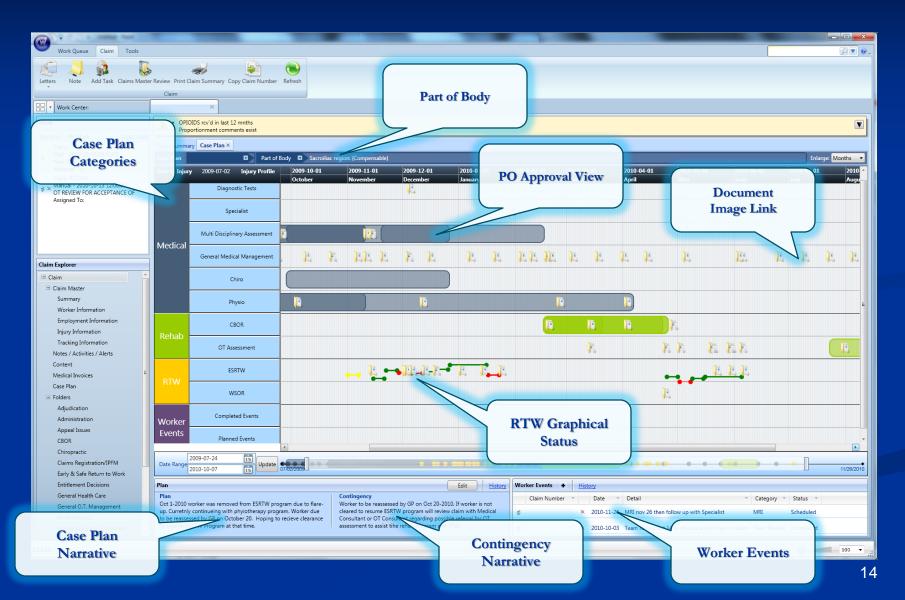
Claim Content

Work Queue Claim Tools						E E E E 822071 Ø ♥ ●	
🖉 🔍 🎄 🛛 💺	r Review Print Claim Summary Copy	(Claim Number Refresh					
	Claim					Content Search	
Work Center:	OPIOIDS rcv'd in last 12 m						
My Work All Work Open Tasks	Proportionment comment	antns its exist					
Claim:	Claim: Claim Summary Claim Notes X Claim Content X						
 Mail - 2010-10-06 08:50:07 New ESRTW Plan. Update schedule 							
Assigned To: Claim:					Section:	Document Type:	
Manual - 2010-10-13 12:00:00 OT REVIEW FOR ACCEPTANCE OF					Scan Date From: Select	a date 15 Scan Date To: Select a date 15	
Assigned To:					Meta Data:	Search Reset	
Claim Explor	Claim Content					New Window 🗔 Show Preview 🛷 Print	
E Claim		 Document Type 	 Date Received 	 Document ID 	 Folders Metadata 	*	
Claim Claim Co	ntent	Direct Deposit Form (CSDDFORM)	2009-09-04	B09253AA.A2W	Administration	=	
Summery		All forms related to calcs. & entitlemnt ($\ensuremath{CSCALCFM}$)	2009-09-18	B09265AA.BE3	Administration		
Work Compton Employment In Compton	BENEFIT CALCULATIONS	13 Week Rate Review Calc Sheet (CS13RRCS)	2009-09-28	B09272AA.BXR	Administration		
Injury Inform	BENEFIT CALCULATIONS	All forms related to calcs. & entitlemnt (CSCALCFM)	2009-11-24	B09330AA.AEI	Administration	Mata Data	
Tracking Information Notes / Activities / Alerts	BENEFIT CALCULATIONS	All forms related to calcs. & entitlemnt (CSCALCFM)	2010-05-20	B10140AA.BMQ	Administration	Meta Data	
Content	WORKERS REPORTS	Workers Report of Injury (CSFORM6)	2009-07-13	B09201AA.A9D	Adjudication		
Medical Invoices Case Plan	EMPLOYER REPORTS	Employers Report of Injury (CSFORM7)	2009-07-03	B09188AA.A0F	Adjudication		
G Folders	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-07-02	B09189AA.AA7	General Health Care		
Adjudication	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-07-06	B09189AA.ABA	General Health Care		
Administration Appeal Issues	PHYSICIANS REPORTS	Physio Report (CSPR)	2009-07-07	809191AA.BNF	Physiotherapy		
CBOR	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-07-13	B09201AA.BBS	General Health Care		
Chiropractic Claims Registration/IPFM	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-07-20	B09208AA.BA0	General Health Care		
Early & Safe Return to Work	PHYSICIANS REPORTS	Physio Report (CSPR)	2009-07-28	B09211AA.AL3	Physiotherapy		
Entitlement Decisions General Health Care	PHYSICIANS REPORTS	Physio Report (CSPR)	2009-07-28	B09211AA.AL7	Physiotherapy		
General O.T. Management	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-07-20	B09215AA.AYB	General Health Care		
Initial Contact Multidisciplinary Assessment	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-08-03	B09218AA.BW7	General Health Care		
Physiotherapy	PHYSICIANS REPORTS	Physicians First Report of Injury (CSFORM8)	2009-08-11	B09225AA.BEY	General Health Care		
Supportive Management WSOR Contacts	PHYSICIANS REPORTS	Empower Referrals (CSEMPOWR)	2009-08-18	B09231AA.AP7	Multidisciplinary Assessment		

Adjudication Folder

Clain Adjudication October Notes	Adjudication Folder	🕐 Collapse 🖲 Expand All Open Search) 🔿 🕬	nt Adjudication Folder	Compensal Part of Boo		
Summary	A Date Claim Number		Compensable			Tasks
Worker Information			Date Part of Body	• Diagnosis •	Mechanism of Injury	Due Date • Description • Assigned To
Employment Information		25848 AT 1745.58.481	2010-04-16 Knee	Meniscal tear	Slipped and fell in the warehouse	¢ 2010-10-04 13:40:27 PR Extension Report (Con
Injury Information						# 2010-10-05 09:50:21 8-10 Subsequent Report (
Tracking Information	₽ 2010-07-22 12:07:40	RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE. (2010-07-22 12:07:40)	2010-07-20 Lumbosacral Region Left	Muscle strain	Left knee injury of April 16, 2010 r	
Notes / Activities / Alerts		RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE.				
Content		RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE.				
Medical Invoices		(2010-05-05 15:50:22) RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE.				
Case Plan		RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE.	Non-Compensable			
Folders	5010-03-04 T19694/	(2010-05-04 11:46:47)	Date • Part of Body • Pos.	 Diagnosis 	Mechanism of Injury 🔹	
Adjudication		RETURNED WKR'S CALL, NO ANSWER, L/M ON MACHINE.				Tasks
Administration	2010-04-27 16:24:36	MEDICAL REQUESTED	=			Tasks
Appeal Issues		(2010-04-27 16:24:36) MEDICAL REQUESTED				
CBOR	2010-04-27 14:19:35	DIRECT DEPOSIT INFORMATION ENTERED ON SYSTEM AS				
Chiropractic		(2010-04-27 14:19:36) DIRECT DEPOSIT INFORMATION ENTERED ON SYSTEM AS PER				
Claims Registration/IPFM		SIGNED DIRECT DEPOSIT FORM ATON ENTERED ON STSTEM AS PER				
Early & Safe Return to Work	2010-04-27 12:41:15	PLS SEE DIRECT DEPOSIT FORM ON FILE.	Awaiting Review			
Entitlement Decisions		(2010-04-27 12:41:15)	Date V Part of Body V Pos.	 Diagnosis 	Mechanism of Injury 🔹	
General Health Care		PLS SEE DIRECT DEPOSIT FORM ON FILE. THANKS.				
General O.T. Management	2010-04-27 11:42:04	48HR INTERVENTION:				
Initial Contact		(2010-04-27 11:42:04)				
					·	
Multidisciplinary Assessment						
Physiotherapy					Claim Co	ntent
Supportive Management	2010-04-23 14:03:26	COMPENSABLE LEFT KNEE - MINOR RATING				•
WSOR	2010-04-23 14/03/20	(2010-04-23 14:03:26)	Claim Content		5 ~	-+-
Contacts		COMPENSABLE LEFT KNEE - MINOR RATING				
Injury Reporting Forms	2010-04-23 14:02:58	CLAIM ACCEPTED FOR LEFT KNEE INJURY OF APR 16, 10,	CSFORM6 CSFORM7 CSFORM			
Working Sets		(2010-04-23 14:02:58) CLAIM ACCEPTED FOR LEFT KNEE INJURY OF APR 16, 10, SUSTAINED	2010-04-21 2010-04-16 2010-04 B10112AA.BV2 B10110AA.BV6 B10112AA			
All Purchase Orders		HERE HORE CHARTE AND FELSE FOR HARPING OF HERE P				ii.
All Decements						

Case Plan



Claims Registration Work Queue

	Claims Registration Work Queue - SA-005							
Work Queue Tools								
My Work Pre-Registration Team Work Note Work Queue	Remove							
H v Work Queue								
My Work Queue Worker Name	 Claim # Age Potential Type 	 Actual Type Reports 	Action(s)	Firm Name / Firm Number 🔹				
All Claims (57)	45 Lost Time	Lost Time 🌖 Form 7	Resolve Issues with Employer Report					
Review Later (0)	48 Lost Time	Health Care 🛛 🜒 Form 7	call employer for wages test 306pm Obtain Outstanding Forms					
Requests / Tasks(7 Review Now (57)	54 Lost Time	Lost Time () Form 8, Ø Form 7 () Form 8,	WHSCC Connect	1				
V Released (0)	47 Lost Time	Lost Time 🕠 Form 7	Resolve Issues with Employer Report					
My Average Age	48 Lost Time	Health Care () Form 8, () Form 7	· · · · · · · · · · · · · · · · · · ·	1				
Fatality -	80 Lost Time	Lost Time						
Health Care 50 Lost Time 50	52 Lost Time	Lost Time () Form 7 () Form 8		1				
No Application -	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, () Form 7						
	63 Lost Time	Lost Time						
	54 ESRTW	Health Care 🕠 Form 8, U Form 7		1				
	47 ESRTW	Health Care 🕠 Form 8,	/10 Obtain Outstanding Forms					

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 WorkplaceNL

Dashboards

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

