

The *INNOVATOR*

Highlights of FY18 Results

Where did the fiscal year go!

Key Program Successes

Direct Deposit- Enrollment for direct deposit continues to grow. At the end of FY15 we had enrolled 30.9% of eligible injured workers. Enrollment is currently at 55% with 221 injured workers enrolled.

Subrogation Recoveries – Subrogation recoveries for FY18 totaled \$1,298,476; last year the total recovered was just over \$1,063,000.

Mail Order Program - The mail order pharmacy program continues to grow. After one year of the MCI pilot program, a 12% penetration rate has been achieved. Mail order purchases under the MCI program have incremental savings of 37% over retail costs. *The discount offered for mail order generic prescriptions is approximately 3.5 times greater than the generic discount for a retail pharmacy.*

Agency Visits/Training – Visiting with agencies and providing training and networking opportunities continues to be an area of emphasis for the program. During FY18 we accomplished this primarily through snapshot surveys, FOCUS training, workers' compensation training, claim team visits, Safety Officer Network meetings and Return-to-Work Unit visits.

Workers' Compensation Services provided two webinars on Workers' Compensation 101 and live training in three locations of the state on advanced topics.

FY18 ushered in the return of Safety Officer Network meetings. 283 agency representatives participated in 8 offered meetings.

Key Metrics

Compensability decision turnaround time— we made compensability decisions on 4,113 claims with an average compensability turnaround time of 15 days. 82% of claims with decisions were rendered within 30 days of receipt of the claim.

Medical bill payment turnaround time— the average payment lag time on 57,766 checks was 9 days. Less than 1% of medical checks issued were more than 30 days from the date of receiving a complete and proper bill.

Our medical bill adjudication partner recommended medical payments totaled \$31,641,000 which is a decrease of \$2,467,000 compared to FY17. This was a savings of 29.61% or \$13,311,000.

Workers' Compensation Services released its annual customer satisfaction survey to our agency contacts at the end of the fiscal year. 94% of those responding rated MCI as 6 or better on a 10-point scale. In FY18 37.8% gave us the highest rating of 10, while 34.5% gave us the highest rating in FY17; 19.5% in FY16.

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Special points of interest:

- > Subrogation recoveries exceed prior years!
- > MCI exceeded key program goals.
- > MCI awarded NEW contract!
- > Program cost avoidance over \$9.4M

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**Direct
Deposit ↑ 24%
compared to
FY15**

FY18 Results *continued*

The program continued to emphasize return-to-work and reducing lost work days. This year's 99% result marks the ninth consecutive year with RTW rates of either 98 or 99 percent. Additionally, our average disability duration per claim was reduced to 33.66 days which is a reduction of 23% over the established benchmark of 43.72 days.

Since FY 2009, the program has tracked cost avoidance experienced under the outsourced program by comparing spend against actuarial projections. Cost avoidance for FY18 totaled \$9,436,681. The program has achieved cost avoidance over actuarial projections in this model from FY 09 through FY 18 totaling \$35,404,201.

Employee Spotlight– Jeff Germain



He's back! Who says you can't come home? Jeff returned to MCI as a Claim Supervisor in March of 2018 after last having worked with the program in 2013. In all, Jeff has roughly a 9-year history with our program. His work history is varied and includes working as a lab technician in the Army, a legal assistant, courier and operations and warehouse manager. When asked to describe a typical day at work, Jeff notes that no day seems typical! Every day involves supervisory reviews of claims assigned to the benefit coordinators that report to him, as well as, reviewing compensability decisions. What is appealing about his job is that something new or different happens every day.

**\$31.64M recom-
mended for pay-
ment through our
medical bill adjudi-
cation company**

Quick Facts about Jeff:

What 3 words would you use to describe your role?

1) teach, 2) assist and 3) motivate

List five hashtags that describe your personality.

#Calm #Even-keel #Positive #Empathy #Getitdone

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

Golfing, reading, cooking and going to museums.

What are your 3 top life highlights?

1. Getting married. 2. Meeting Nelson Mandela. 3. Graduating from college.

What did you want to be when growing up?

Starting pitcher for the Boston Red Sox.

What is the first thing you would buy if you won the lottery?

A trip to Monaco for my wife.

**283 Agency
Representatives
participated in 8
Safety Officer
Network Meet-
ings**



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(Employee Spotlight-continued from page 2)

What music is most played on your iPhone/Android phone?

70's rock and roll.

What would be your ultimate dream job?

Curator at the Smithsonian American History Museum

MCI Awarded 5th Consecutive Contract

MCI is pleased to announce the award of its fifth contract from DHRM/WCS for the workers' compensation claims administration and cost containment program. The contract negotiated in May and early June is a three-year contract with up to four 1-year renewable options.

Key program changes include:

- ◆ MCI was given the greenlight on two pilot programs with new partners. ISO Claims Partners will deploy its data analytics program to help identify potentially severe claims early in the claim process and on an ongoing basis until claim closure. Rank-order severity scores will be returned to our team for further review and analysis. This scoring should help the benefit coordinator quickly identify claims with the greatest likelihood of being expensive so that the appropriate resources can be engaged early in the life of the claim. The second pilot is a chronic pain intervention program which is offered through PRIUM, a Genex Services company. 100 claims will be identified for inclusion in the pilot in an attempt to ensure the appropriate pain management modalities are involved and to help with medication oversight.
- ◆ Cordant Health Solutions, a new team partner, will provide the program's Medication Monitoring (drug testing) services. This will offer significant savings to the program and will provide the benefit coordinators with more clinical insight into the injured worker's compliance with prescription medications.
- ◆ Audiologist and Toxicologist are now available for consultation.
- ◆ More access to the program's Medical Director for review of medical information, consultation with the claims staff, claim staff training and peer-to-peer discussions.
- ◆ Homelink—new team partner for durable medical equipment, supplies, home health and accessibility modifications.
- ◆ Added an additional nurse consultant.
- ◆ Plans are underway to create the capability for agencies to upload documents and return-to-work information via the VLW York Employer Accident Report Portal.
- ◆ More VLW York Employer Accident Report Portal enhancements—roughly 25

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**SAVE THE DATES - Safety
Officer Network Meetings**

October 3 -Richmond

October 10- Salem

October 11—Hampton Roads



Commonwealth of Virginia
Workers' Compensation Services

(MCI Contract-continued from page 3)

enhancements are envisioned. Some examples include: sorting capability, auto population of various fields, search box, automatic email of items that the benefit coordinator will need. MCI is working with York Information Technology to scope out the changes and develop the project plan. Stay-tuned!

- ◆ Daily contact attempts to the injured worker until contact is made or the claim is denied for non-cooperation.
- ◆ Agency contact attempts at least 3 times over a 7-day period.
- ◆ Within 2 business days of the last office visit the benefit coordinator shall know the results of the visit and the next office visit date.

Injury Analysis FY18

Loss Control consultants review worker injury statistics every year to see if there are any trends. We thought it might be helpful to share this year's analysis with everyone to highlight some of the more persistent types of injuries.

Below are the types of injury causes for claims reported in FY18, ranked by frequency:



Penny Gough, President
 Phone: 804.775.0702
 E-mail:
 pgough@mcinnovations.com

FY 2018 Claims – Top Causes by Frequency

Cause Description	Claims	% of Total	Total Incurred	% of Total
Struck or Injured By	2111	28.76%	\$5,086,923	19.62%
Fall, Slip, or Trip	1569	21.38%	\$8,879,862	34.26%
Strains	1069	14.57%	\$5,664,275	21.85%
Miscellaneous Causes	951	12.96%	\$2,167,462	8.36%
Cut, Puncture, Scrape	769	10.48%	\$746,713	2.88%
Motor Vehicle	263	3.58%	\$2,645,111	10.20%
Caught In, Under, or Between	229	3.12%	\$475,183	1.83%
Burn or Scald	200	2.73%	\$120,009	0.46%
Striking Against or Stepping On	176	2.40%	\$136,189	0.53%
Rubbed or Abraded By	2	0.03%	\$0.00	0.00%
TOTALS	7339		\$25,921,727	

For the 3 most recent fiscal years “struck or injured by” and “fall, slip or trip” claims have held the top two causes of worker injuries for state employees.

Tips for Teamwork

- ◆ If you have photos regarding the accident scene or claim investigation please email the digital photos as attachments instead of screenshotting the photo. Additionally, avoid printing out photos and mailing them to MCI. Scanning a printed picture results in significant quality degradation.
- ◆ Postal Codes: When submitting any addresses on your FROI submission through VLW York Employer Accident Report Portal, please include the last four digits of the postal code. The last four digits are important to the Post Office when attempting to deliver mail. When the last four digits are not included, our EDI transmission to the Virginia Workers' Compensation Commission is rejected and requires correction.
- ◆ Please remember to log into Visual Report Studio to review your agency's push reports.
- ◆ Want to recognize someone for the service you just received? Please be sure to click on the link included in the MCI team's e-mail signature.
- ◆ We receive hundreds of record-only claims each month. Some of these will change to medical only or lost time claims. Please notify the MCI staff as soon as you have knowledge that treatment and/or lost time is involved. The sooner we have information, the sooner we can investigate.
- ◆ Need help developing a panel? Contact Client Services at: 800.734.4460 or email them at ClientServices@RHGNet.com