

# The *INNOVATOR*

## MCI Promotions

MCI is pleased to announce the promotion of two team members! Hannah Taylor has been promoted to an Unresolved Medical Benefit Coordinator position and Margaret Malzahn is moving to a Lost Time Benefit Coordinator position.

Hannah is a graduate of Virginia Commonwealth University with a bachelor's degree in Business with a focus on Risk Management and Insurance. She joined MCI in August of 2014 as a Claim Assistant. It is a pleasure to see her continue to advance with the MCI program.

Margaret has a Bachelor of Arts degree in Criminal Justice and a Master's in Human Resource Management. She is currently working toward an Executive Juris Doctorate from Concord Law School. She joined MCI in May of 2014 working on unresolved medical claims. Margaret's background, education and experience made her the logical choice to work with agencies on lost time claims.

Please join us in congratulating both Hannah and Margaret on their outstanding performance and promotions.

## Are You Looking for Opportunities to Increase Your Agency's Workplace Safety Knowledge?

Did you know that the Commonwealth of Virginia (COV) offers FREE training classes covering various topics? If your agency isn't taking advantage of this free resource provided through the Department of Human Resource Management's (DHRM) Workers' Compensation Services (WCS) department you're missing out on a wealth of knowledge. Each month, Loss Control Consultants offer three training classes. Additionally, training can be tailored to the agency's needs when using the FOCUS training program resources. The available topics vary from general safety topics to specific safety skill sets.

To register for any of the regularly scheduled classes, go to <https://covlc.virginia.gov/Default.aspx>.

Courses currently being offered now through June 2017 include:

- ◆ Hand Tools and Machine Guards: Take Safety into Your Own Hands (May 23<sup>rd</sup> 9am-12pm)
- ◆ Lockout/Tagout Programs and Controls (May 23<sup>rd</sup> 1pm-4pm)
- ◆ Ergonomics – Train the Trainer (May 24<sup>th</sup> 9am-12pm)
- ◆ Workplace Violence Awareness and Prevention for Managers and Supervisors (June 20<sup>th</sup> 9am-12pm)
- ◆ Your Safety Training Toolbox: A Blueprint for Success (June 20<sup>th</sup> 1pm-4pm)
- ◆ Selling Management on Investing in Safety (June 21<sup>st</sup> 9am-12pm)

When conducting a course search within the system, use DHRM-WC in the search bar to locate COVWC course offerings. If you have difficulty with the system, contact the helpdesk or your agency's Learning Center administrator for assistance.

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An MC Innovations  
Publication

### Special points of interest:

- > FREE training classes!
- > Strong results in compensability decisions & medical bill payment.
- > The telephone and workers' compensation.

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The regularly scheduled classes may be taken in person at the James Monroe Building in Downtown Richmond or via a webinar format for anyone wishing to attend the class outside of the Richmond area.

FOCUS classes are typically held on-site for the requesting agency and can be coordinated by contacting Monica Vannoy, Loss Control Consultant at 804-308-3993. FOCUS class topics vary and are based on the needs of the requesting agency.

The FOCUS program has been gaining momentum and partnerships with COV agencies allowed us to present these topics during FY2017:

- ◆ PIT Train-the Trainer- 76 attendees (DOC, DCLS)
- ◆ FOCUS Overview- 50 attendees (DOLI)
- ◆ Hand Tools and Machine Guarding- 5 attendees (VCU)
- ◆ Emergency Eyewash/Shower- 25 attendees (DEQ)
- ◆ WPV- 11 attendees (VDACS)
- ◆ Ergonomics- 2 attendees (DVS)
- ◆ Manual Material Handling- 21 attendees (SEVTC)

So what's keeping you from taking advantage of our FREE training programs? Please take a few minutes to complete our survey ([click here](#)) aimed at gaining an understanding of your training needs and interests.

We are always interested in developing topics that help support your mission to keep your employees safe and knowledgeable. Please contact Curtis Stacy or Monica Vannoy if you have an interest in having a new training topic developed.

## Meet Claim Supervisor – Ian Clare

I am sure many of you have had the privilege of working with Ian in one capacity or another, but we thought we'd spotlight our newest Claim Supervisor. Ian is a 2011 graduate of Virginia Commonwealth University with a Business degree. He joined MCI in July of 2011, kicking-off his career in workers' compensation. Ian is a true success story for the program having advanced up through the organization to the Claim Supervisor role he has been in now for over one year.



### Quick facts about Ian:

**Before working here, what was the most unusual or interesting job?**

Blockbuster Video stands out to Ian. As I understand it, it used to be the hip place for young people to hang out on Friday and Saturday nights, not to mention the perk of 10 free rentals each week!

**What is your favorite part about working for MCI?**

Co-workers.

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**What is your proudest moment at MCI?**

Being promoted multiple times.

**Share something about yourself that would surprise us.**

“I play a lot of social recreational sports to include kickball, basketball, dodgeball, wiffle ball, and flag football.”

**Best vacation or favorite travel spot?**

Las Vegas, NV .

**If you were to write a self-help book, what would the topic be?**

Organizational skills and time management.

**What did you want to be when growing up?**

Famous.

**What is an ability you wish you had?**

To read people’s minds.

**What is your biggest pet peeve?**

Spelling and grammar errors.

**You’re happiest when?**

Laying on a beach and soaking up the sun.

**If you had to eat one meal, every day for the rest of your life, what would it be ?**

Chicken tenders or grilled chicken.



Commonwealth of Virginia  
Workers' Compensation Services

## FY17—Results through the 3rd quarter

We are in the home stretch now, one quarter to go in this fiscal year! Below we have documented a comparison of some key program metrics in FY16 and FY17 through three quarters.

Metrics	FY17	FY16
# Claims Received	5,485	6,280
Indemnity	410	457
Medical Only	2,550	2,884
Record Only	2,525	2,939
Closing Ratio	100.89	100.89
# of Compensability Decisions	3,108	3,608
Ave. Compensability Decision Lagtime (days)	13.9	11.6
# Medical Bills Paid	37,535	40,250
\$ Medical Bills Paid	\$33.778m	\$36.046m
Cost Avoidance	\$9.56m	\$9.51m
Ave. Medical Bill Payment Turnaround Time (days)	8.7	12.3
% Claims Reported to MCI within 10 Days	86.2%	84.6%

Overall, new claim volume is down **12.7%** with the biggest change in the number of record only claims reported (down 14.1%). Claim closings continue to be strong and over the 100% closing ratio goal. The average number of days it takes our staff to make compensability decisions continues to be within the program goal of 14 days.

Generally the payment of medical bills represents close to 70% of the total payments on the workers’ compensation program each fiscal year. As a result MCI places considerable focus on strategies aimed at controlling medical costs.

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Strong 3rd Quarter  
Results!



*(FY17 Results—Continued from page 3)*

Cost avoidance on medical bills that are adjudicated surpassed \$9.5M through the third quarter of FY17.

Just as our compensability decision lagtime has consistently met program goals, so has the average number of days it takes for us to pay medical bills. Our strong performance of 12.3 days through Q3FY16, was reduced to **8.7** days through three quarters of FY17.

While there is still room for improvement MCI received 86.2% of the reported claims within 10 days of the date of accident; an improvement of 1.6% over FY16 results for the same period of time.

With less than three months remaining in this fiscal year, we are poised to post strong year-ending results.



## Who's calling on the Telephone?

You're busy, the MCI staff is busy; let's face it we are all busy! When we are busy, effective communication is challenged, yet it is this communication that is crucial to the management of workers' compensation claims. I have visited with enough of you over the last couple of years to know that, often times, your preferred communication method is email. Let's face it, telephone calls can be disruptive and you don't control the timing of when they are received, while you can manage when you read and reply to emails. It's easy to let our preferences dictate our choice of communication medium without considering the message or information we are trying to convey.

The nature of claim investigations and management often requires voice- to-voice contact. When a claim is initially filed with MCI, our benefit coordinators are charged with determining the who, what, when and why of the accident. This type of information is difficult to share via email exchange, as this medium limits the back-and-forth exchange between the parties. A conversation with the injured worker, agency representative, injured workers' supervisor and witness(s) may be the most effective communication means depending on the accident and injury.

We will do our best to limit the frequency and length of telephone conversations, but please keep in mind that they are necessary from time to time.



## Quick Tips

### **Incidents Happen**

We've probably all had a minor cut or bruise in our life. No big deal, right? We didn't go to the doctor or require any other type of treatment, but the incident did happen.

This same thing happens to our employees at work. The truth of the matter is that sometimes these seemingly minor incidents can turn into something more severe. This is one reason why it is important to report all accidents, no matter how minor they seem, to MCI. Injuries requiring no medical treatment or lost time from work, are categorized as Record Only claims, when reporting through VLW.

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Reporting the claim helps to preserve the facts and necessary information should treatment or lost time occur in the future.

#### **Submitting Claims Through VLW**

If you are responsible for submitting claims through VLW, remember you can use the Comments to Carrier Claim Staff field to communicate important information to the assigned benefit coordinator. Any information included in this field will be acknowledged by the benefit coordinator.

Comments to carrier claim staff

Save as Draft
Submit

#### **The Importance of Proper Case**

When submitting claims via VLW York Employer Accident Report Portal, the text case that you use has a downstream impact. First keep in mind that the text you enter is ingested into York's Claim System, just as it is entered into VLW. Entering the injured worker's name in all uppercase text or all lowercase text impacts the quality and efficiency of letters that are produced from within the claim system. If entered in all CAPS the inside address and salutation of an MCI letter would read:

PENNY GOUGH  
 P.O. BOX 1140  
 RICHMOND, VA 23218  
 Dear Ms. GOUGH

If entered in all lowercase letters:

penny gough  
 p.o. box 1140  
 richmond, va 23218

Dear Ms. gough

In order to issue accurate and professional letters, the benefit coordinator would need to manually correct each communication issued from the claim system, impacting efficiency, or would need to correct the text now residing in the claim system. While correcting the text in the claim system is easy enough, each change prompts an electronic data interchange (EDI) filing with the Virginia Workers' Compensation Commission. Each of those has an associated cost.

For these reasons, we ask that you enter data into VLW, using proper case text (first-letter uppercase and the rest lowercased).



**Innovator Suggestions?**

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