

The *INNOVATOR*

An MC Innovations
Publication

Key Program Results - FY22 Halftime

With half the year complete, we thought it would be a good time to look back at some of our results.

Key Metrics

New Claim Volume - Overall the number of new claims reported to MCI increased by 360 claims or 14.2% over FY21 volume through six months.

Open Claim Inventory - The number of open claims that are managed by the MCI team decreased by 120 claims compared to FY21 inventory levels. As of the end of December 2021 our team was managing 2,325 claims.

Causes of Injury - Through Q2FY22 struck or injured by was the leading cause of injury both in terms of the number of claims (823 claims = 30%) and total incurred value (\$2,951,165 = 29%). Generally each year, struck or injured by, fall, slip or trip or strains are the leading causes of injury.

Subrogation Recoveries - Subrogation recoveries through two quarters of FY22 totaled \$269,910.

Compensability decision turnaround time - So far this year we made compensability decisions on 1,416 claims with an average compensability turnaround time of 11 days compared to 12 days for the same period in FY21.

Medical bill payment turnaround time - The average payment lag time was 6 days on 15,055 checks. Less than 1% of medical checks issued were more than 30 days from the date of receiving a complete and proper bill. These results are consistent with FY21 results through two quarters.

Medical Bill Review Savings - The program's medical bill review adjudication partner reviewed allowed charges related to medical treatment of \$17,714,000 and recommended payments totaling \$10,749,000 through the first two quarters of FY22. This was a savings of 39.32% or \$6,965,000. Since medical bill payments account for over 60% of our overall workers' compensation costs, it is important to have effective medical cost containment strategies in place.

Checks Paid - Through 6 months of FY22 we have issued 38,430 checks totaling \$22,348,131. Payments related to claims have decreased by just over \$3M compared to the same timeframe last fiscal year.

Case Management - On average we have approximately 300 claims open for field and nurse consultant case management. For the first two quarters of FY22 we estimate cost avoidance from field case management at just over \$2.23M and an additional \$37,281 in nurse consultant cost avoidance. Lastly, through referrals to the program's Medical Director we conservatively estimate additional cost avoidance of \$276,517.

Pharmacy Benefit Management (PBM) - Through the first half of FY22 total spend on prescriptions through the program's PBM totaled \$1,897,342 which is a reduction of \$605,162 over the prior period. MCI introduced a new PBM partner in FY22 which has resulted in significant savings and program enhancements.

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Program Spotlight – Pamela Goetz

Medical Bill
Payment Lag
Time = 6 days



Subrogation
recoveries total
\$269,910

Pamela joined the program way back in 2003 as the Program Assistant; the title has since changed to Executive Assistant to better reflect what she does for OWC. She holds a Bachelor of Science degree in Economics from James Madison University. She is a Virginia native popping to Texas to live in San Antonio for four years in the 1990s where she met and married a handsome Texan. She has a unique role as an MCI employee supporting the OWC team and interacting with the entire MCI organization as well as agencies across the whole Commonwealth. She is proud to be part of an ever-changing and dynamic program as she has worked under three very different OWC Directors and four MCI contracts. It has been fascinating to be part of the growth, development, and continual improvement of the program and to simultaneously be part of state government and private industry.

Medical bill
adjudication
savings just
over 39%;
Approaching
\$7M



Fun Facts about Pamela:

Secret talent? I'm not sure how much of a secret it is – I'm an avid knitter. Addicted actually. I knit all the time.

If you were to write a self-help book, what would the topic be? Personal finance. I want to have, and want others to have, a secure comfortable retirement.

You're happiest when? Anticipating an upcoming trip! And going on the trip, of course. My husband and I love to explore new cities abroad and also visit our old favorites around Texas.

What music is on your iPhone/Android phone? Texas Red Dirt music and classic country.

When you are not at work how do you enjoy your time? A morning workout followed by a ridiculously lazy day eating, knitting, and watching tv. With an afternoon walk or a dip in the neighborhood pool in the summertime.

Make Your Home Office Fit You



Ergonomics is the way you fit you in your workspace. Proper home office ergonomics, including the correct chair, desk, keyboard, monitor height, sufficient office equipment spacing, and good chair posture can help the body stay comfortable when working at home.

Because COVID-19 has so many agency employees working from home, it's essential to have proper ergonomics in the home office workspace. Here are some simple things you can do to make your workday more comfortable.

Home Office Workspace Ergonomics Tips

Chair

Select a chair that will support your spinal curves. With your thighs parallel to the floor, adjust the height of your chair so your feet can rest flat on the floor. If necessary, use a footrest or a stack of books. Armrests should be adjusted with your shoulders completely relaxed so that your

arms can rest gently on the armrest pads. Try to avoid resting your forearms and hands on the sharp desk edge.

Desk

Make sure there's clearance for your legs and feet under the desk. If the desk is too tall and can't be adjusted, raise the height of your chair. If the desk height needs to be increased, place solid boards or blocks under the legs. Use a footrest or books to support your feet as needed.

Monitor

Set the monitor at an arm's length away directly in front of you, with the top of the screen at eye level. The keyboard should be in front of the monitor. Keep bright light sources on the side of the monitor. Lower the monitor 1 to 2 inches if you wear bifocals for more comfortable viewing.

Keyboard and Mouse

When using your mouse or typing, keep your forearms resting on your armrest with your elbows close to your body and keep wrists straight, with your hands at or just below the level of your elbows. Keep your mouse within easy reach at the same level as your keyboard when possible. Adjust the mouse's sensitivity, so it takes minimal movement to operate it. Change the hand you use to operate the mouse by switching the mouse to the other side of your keyboard.

Critical Items

Keep critical items, such as your telephone, calculator, stapler, or any items you may regularly use, close to your body to minimize stretching and reaching. Stand up to get anything that can't be easily reached when sitting.



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

**March 3 -Virginia
Highlands
Community College
(Abingdon)**

**March 22 - James
Madison University
(Harrisonburg)**

**March 24 -
Christopher
Newport University
(Newport News)**

**March 29 - Virginia
Department of
Wildlife Resources
(Henrico)**



(Make Your Home Office Fit You – continued from page 3)

Telephone

If your job requires frequent phone use, avoid cradling the phone between your head and neck while writing, mousing, or typing. Use a speakerphone or headset.

Laptop Guidelines

If possible, use an external keyboard or docking station. Keep viewing distance at 18-30 inches—position keyboard at elbow height. Clean the screen regularly. If seated in a side chair or couch, use a pillow to support your arms while keying.

Take Frequent Breaks

Get up and stretch and walk around. Rest your eyes. Don't stay in the same positions for extended periods.

These are only a few simple things that can keep you comfortable and avoid repetitive use injuries in your home office environment. Follow these simple tips to make sure your office fits you.

Photos: Unsplash.com

Ladder Safety

It is almost time for another National Ladder Safety Month! Each March, the American Ladder Association – which is composed of North American ladder manufacturers and ladder component manufacturers - promotes ladder safety.

National Ladder Safety Month is the only movement dedicated exclusively to the promotion of ladder safety, both at home and at work. This year's topics include:

- ⇒ Choosing Your Ladder
- ⇒ Safety Before The First Step (Inspection & Set-up)
- ⇒ Safety While Climbing
- ⇒ Safety at the Top

According to the Bureau of Labor Statistics, 836 deaths and 22,870 lost workday injuries occurred between 2011-2016. Eighty-seven of these deaths were from a height of less than six feet. Through two quarters of FY22 agencies have reported 10 claims as a result of fall, slip or trip from ladders or scaffolding with an incurred value of \$118,041.



National Ladder Safety Month is a great time to review the Toolbox Talk: Ladder Safety. Following these practices can help you better understand the safest way to use a ladder or step stool, preventing injury – or worse.

You may find some information and resources on ladder safety on the Program's website at <https://covwc.com/ladder-safety/>

You can find a related Toolbox Talk at [Toolbox-Talk-Ladders-Safety.pdf \(covwc.com\)](#).



How is Claims Management like a Symphony?

"No one can whistle a symphony. It takes a whole orchestra to play it." – H.E. Luccock

This sentiment can be applied to the effective management of a workers' compensation claim too. Multiple stakeholders play a vital role (play an instrument) in the claim management process. To manage a claim from the outset of the injury to the resolution of the claim takes a tremendous amount of expertise, teamwork, communication and collaboration. MCI works in partnership with the injured worker, agency, Office of Workers' Compensation and program service provider partners.

Below are some key responsibilities of the agency:

- ◇ Investigate every accident, document facts (safety officer investigative report/photos/video/witness statements)
- ◇ Report claims within 10 days
- ◇ Provide work status information/disability slips immediately to MCI
- ◇ Complete wage chart or other approved earnings report immediately
- ◇ Offer physician panels on every claim
- ◇ Provide VSDP participation information
- ◇ Cooperate and aid with MCI investigation
- ◇ Submit the employee work profile (EWP) at the time you submit the FROI or as soon as possible following submission
- ◇ Manage return to work process in accordance with agency policy
- ◇ Immediately notify MCI when an employee returns to work
- ◇ Help with obtaining signatures on agreements and return promptly
- ◇ Evaluate every employee for return to work in accordance with agency policy using transitional/modified duty whenever possible
- ◇ Identify cases with very challenging RTW opportunities or when agency needs help in developing transitional duty position

Performing the above duties and answering requests and communications from the MCI benefit coordinator in a timely fashion are important pieces to the effective management of a workers' compensation claim. Unnecessary delays might impact our ability to:

- ◇ Accept or deny a claim within our target of 14 days
- ◇ Approve VSDP
- ◇ Pay agencies lost time benefits
- ◇ Approve medical treatment/diagnostic tests which might delay recovery and return to work
- ◇ Close/resolve claims timely

If you have ideas for ways in which we might better communicate and collaborate with you, please reach out to your agency's assigned Agency Relations Representative to discuss.

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Got ideas
 for the
 newsletter?

Contact

Penny
 Gough

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