

The Innovator

Quarterly Newsletter

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End of FY26 – Results Edition

Workers' Compensation Program Update: FY26 Results and Continued Commitment to Agency Service

As we close FY26, MC Innovations is pleased to share several key results from the Commonwealth of Virginia Workers' Compensation Program. These results reflect the continued partnership among COV agencies, the Office of Workers' Compensation, MC Innovations, and our claims and service partners. Most importantly, they demonstrate our shared commitment to supporting injured workers, helping employees return to work safely, and managing program costs responsibly.

Strong Program Results

The Program achieved \$8.25 million in cost avoidance during FY26 compared to actuarial

projections. Over the past five fiscal years, total cost avoidance has reached \$47.38 million. These results reflect disciplined claims management, effective medical and pharmacy cost controls, and continued focus on timely claim resolution.

Return-to-work performance also remained strong. FY26 marked the seventeenth consecutive year in which the Program achieved return-to-work results of either 98% or 99%. In addition, average lost workdays decreased from 31.16 to 28.25 days, even as the Program received 604 more claims than the prior fiscal year. This improvement reflects the continued efforts of agency partners, benefit

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Managed Care...Managed Better

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coordinators, medical providers, and supervisors to help injured employees recover and return to productive work.

Listening to Agency Feedback

Agency feedback remains an important part of how we evaluate service delivery and identify opportunities for improvement. This year's annual customer satisfaction survey reflected generally positive results, with 76.7% of respondents rating overall performance a 6 or higher on a 10-point scale and 50% rating the Program a 9 or 10. At the same time, agency comments identified areas where continued attention is needed, including communication, responsiveness, consistency, and timely, accurate payments.

We appreciate the agencies that took time to provide feedback. Your input helps us better understand the customer experience and focus our improvement efforts where they matter most. In FY27, we will continue working with the claim service provider and OWC to strengthen service consistency, improve responsiveness, and support more reliable payment processing.

Technology and Process Improvements

The Program continued to invest in tools and processes designed to improve claim quality, efficiency, and access to information. Injured worker use of mySedgwick continued to grow, with 1,214 injured workers accessing the tool 14,503 times in FY26. This secure self-service option gives injured workers convenient access to claim information and supports more timely communication throughout the claim process.

Additional FY26 improvements included updated procedures, enhanced reporting tools, continued security updates, expanded training resources, and process changes designed to reduce manual intervention and improve operational reliability. These enhancements support the Program's broader goal of delivering consistent, accurate, and responsive service to agencies and injured workers.

Thank You to Our Agency Partners

The success of the Commonwealth's workers' compensation program depends on continued collaboration with agency workers' compensation coordinators, human resources professionals, supervisors, fiscal staff, and safety partners across the Commonwealth. Thank you for your continued partnership, responsiveness, and commitment to supporting injured workers while helping maintain a strong and effective statewide program.

We look forward to continuing this work together in FY27 and will share additional updates, resources, and improvement initiatives in future quarterly communications.



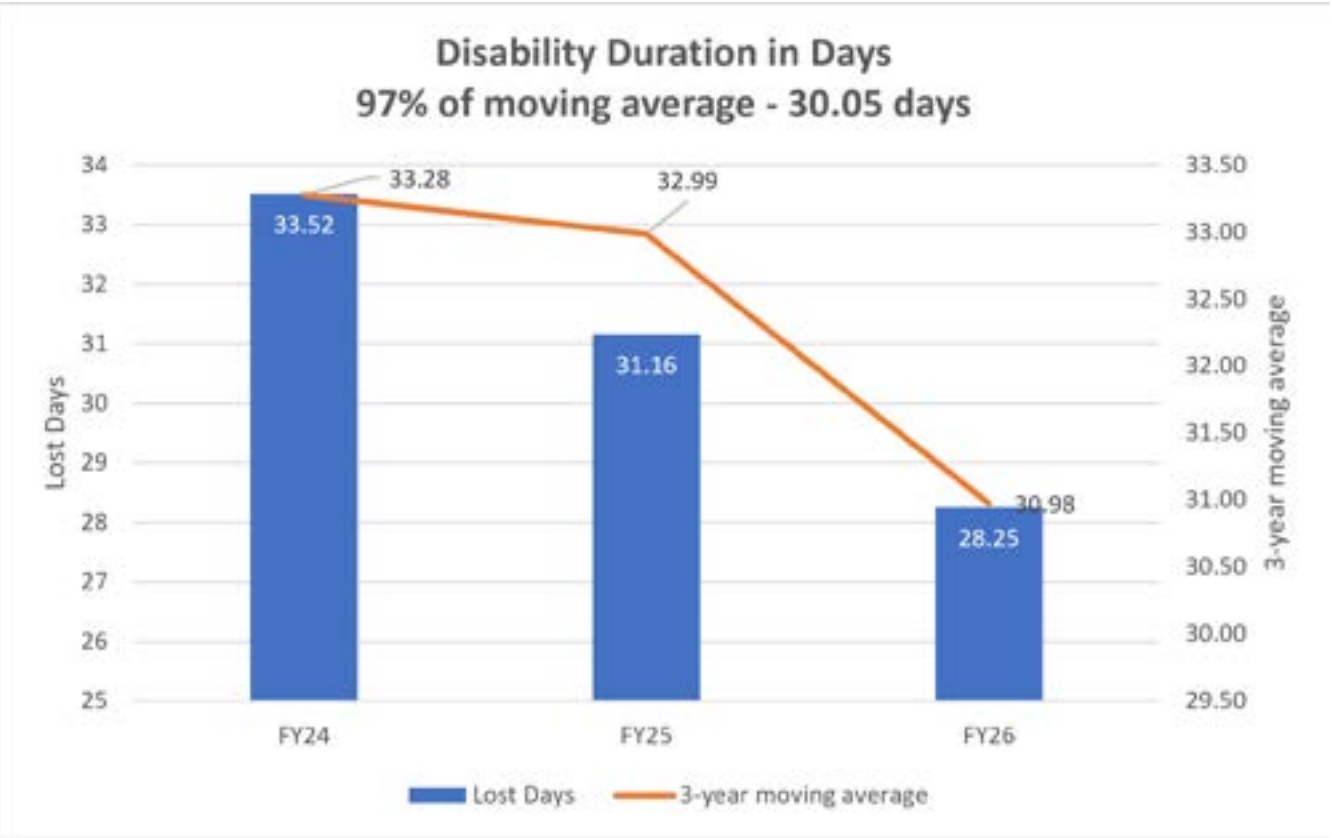
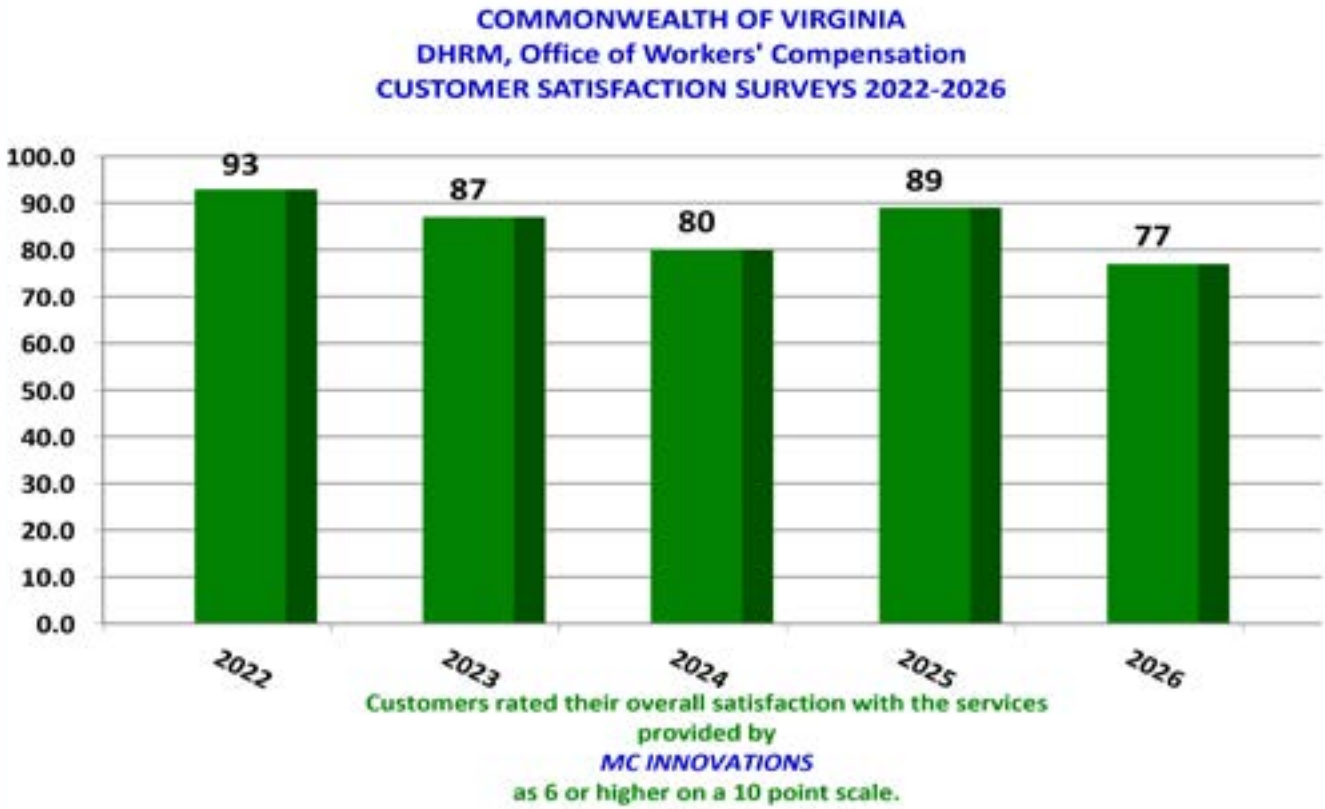
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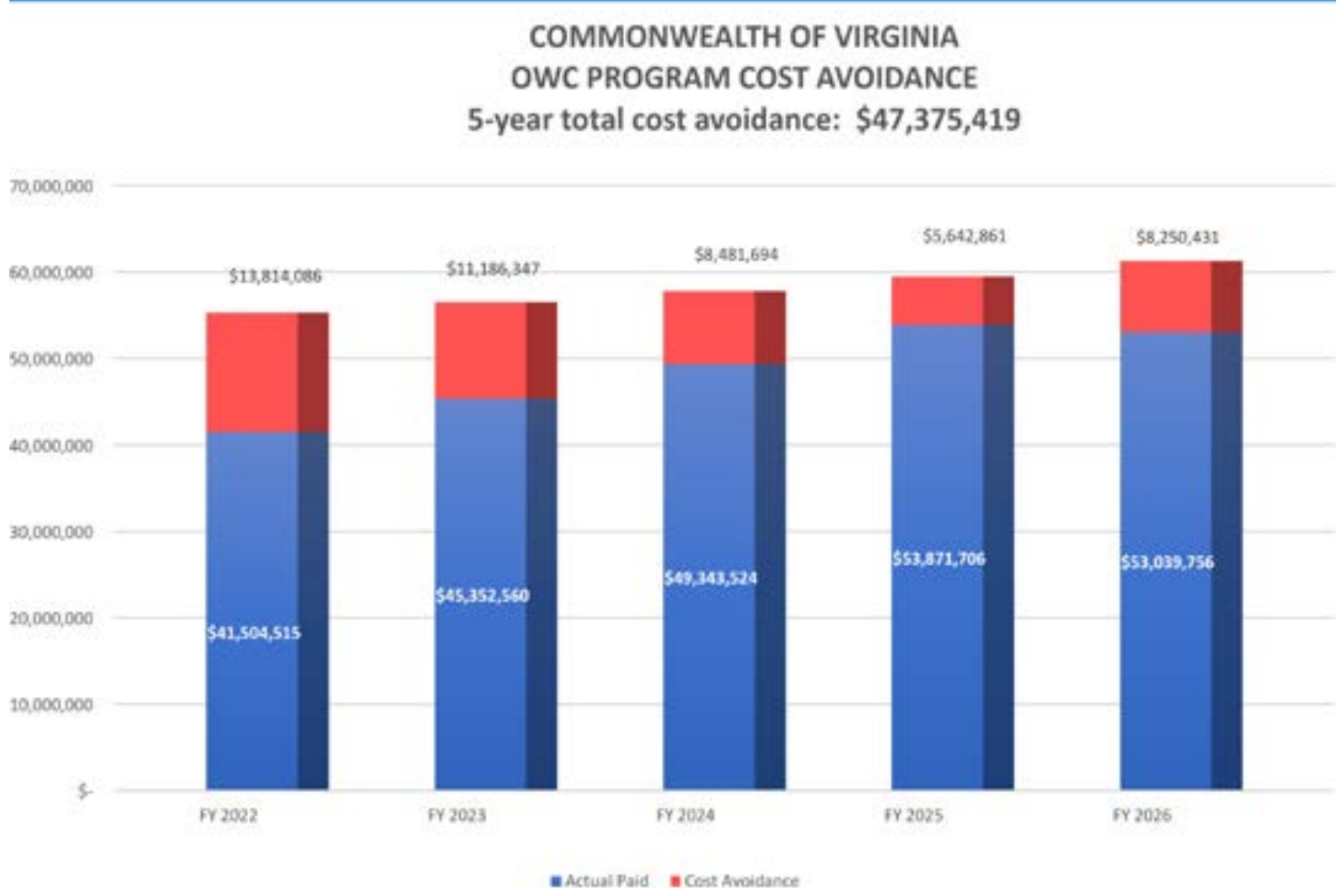
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The end of the fiscal year provides an opportunity to reflect on our performance and the key metrics that defined the past year.



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Safety Corner



Fall Into Wellness: Autumn Health Tips for a Healthier Season



As the air turns crisp and the leaves begin to change, autumn offers the perfect opportunity to reset healthy habits before the busy holiday season arrives. The transition from summer to fall brings cooler temperatures, shorter days, and new routines that can impact both physical and mental well-being. By making a few intentional choices, you can boost your health, strengthen your immune system, and maintain your energy throughout the season.

Prioritize Your Immune Health

Fall often marks the beginning of cold, flu, and allergy season. Supporting your immune system can help keep you feeling your best during the months ahead.

Start with the basics: eat a balanced diet rich in fruits, vegetables, lean proteins, and whole grains. Seasonal favorites such as apples, pumpkins, sweet potatoes, squash, and leafy greens provide vitamins, antioxidants, and fiber that support overall health.

Do not underestimate the importance of sleep. Adults should aim for seven to nine hours of quality sleep each night. Consistent sleep helps your body repair itself, supports immune function, and improves focus and productivity.

Staying hydrated remains important even when cooler weather minimizes feelings of thirst. Keep a water bottle nearby throughout the workday and make hydration a daily habit.

Keep Moving as the Weather Changes

As temperatures drop, many people become less active. However, regular movement is one of the best ways to maintain physical health, reduce stress, and increase energy levels.

Take advantage of the comfortable autumn weather by walking during lunch breaks, hiking local trails, or participating in outdoor activities with family and friends. Even short periods of movement throughout the day can provide significant benefits.

If outdoor exercise becomes less appealing, consider indoor options such as fitness classes, stretching routines, yoga, or home workouts. The goal is consistency, not perfection. Aim for at least 150 minutes of moderate physical activity each week.

For office employees, remember to stand, stretch, and move periodically throughout the day. A quick walk around the office or a short stretch break can help reduce stiffness and improve concentration.

Support Your Mental Well-Being



The changing season can affect mood and energy levels. For some, shorter daylight hours may contribute to increased stress, fatigue, or seasonal mood changes.

Spend time outdoors whenever possible, especially during daylight hours. Natural sunlight can help regulate your body's internal clock and support a positive mood. If your schedule permits, consider taking a morning walk or eating lunch outside.

It is also important to maintain social connections. Fall schedules can quickly become busy with work, school activities, and holiday preparations. Make time to connect with coworkers, friends, and family members to support emotional well-being.

Practicing mindfulness, gratitude, or stress-management techniques can also help improve resilience during busy periods. Taking a few minutes each day for deep breathing or reflection can have a positive impact.

Fuel Your Body with Seasonal Nutrition

Autumn is known for comforting foods, but healthy options can be just as satisfying. Focus on nutrient-dense meals that provide lasting energy.

Seasonal produce offers excellent nutritional value while adding variety to your diet. Try incorporating:



- Apples and pears for fiber and antioxidants
- Pumpkin and sweet potatoes for vitamins A and C
- Leafy greens for essential nutrients
- Nuts and seeds for healthy fats and protein
- Soups filled with vegetables and lean proteins for a warm, nourishing meal.

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While seasonal treats are part of the fun, moderation remains key. Enjoy your favorite fall flavors while maintaining balance in your overall diet.

Stay Safe and Healthy at Work

Autumn can bring unique workplace challenges, particularly as daylight decreases and weather conditions become less predictable.

Employees who work outdoors should dress appropriately for changing temperatures and wear layers that can be adjusted throughout the day. Those who drive as part of their job duties should be mindful of wet roads, reduced visibility, and earlier sunsets.

For all employees, good hand hygiene remains an effective way to reduce the spread of illness. Regular handwashing and staying home when sick help protect coworkers and maintain a healthier workplace.

Prepare for a Strong Finish to the Year

Fall is an ideal time to evaluate personal wellness goals before the year ends. Consider setting small, achievable goals that support healthier habits, such as increasing daily steps, drinking more water, improving sleep routines, or scheduling preventive healthcare appointments.

Remember that wellness is not about perfection; it is about making consistent choices that support your overall health and well-being.

A Healthier Autumn Starts Today

The arrival of autumn provides a natural opportunity to refresh your routines and focus on your wellness. By staying active, eating nutritious foods, prioritizing sleep, supporting mental health, and practicing healthy habits, you can enjoy all the benefits this beautiful season has to offer. As the leaves change and a new season begins, let autumn be your reminder that small, positive changes can lead to lasting results. Stay healthy, stay active, and enjoy the season ahead!

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Tips for Teamwork Sneeze the Day? Not Today!



Keeping Ourselves and Our Teams Healthy This Season

As temperatures drop and cold and flu season arrives, workplaces often experience an increase in employee illnesses, missed workdays, and reduced productivity. While it's impossible to eliminate every germ, taking a few simple precautions can help keep you, your coworkers, and your family healthier throughout the season.

Practice Good Hand Hygiene

One of the most effective ways to prevent the spread of illness is regular handwashing. Wash your hands with soap and water for at least 20 seconds, especially after coughing, sneezing, or touching shared surfaces. If soap and water aren't available, use an alcohol-based hand sanitizer.

Cover Coughs and Sneezes

Respiratory illnesses spread easily through droplets released when we cough or sneeze. Use a tissue whenever possible and dispose of it immediately. If a tissue isn't available, cough or sneeze into your elbow rather than your hands to help reduce the spread of germs.

Clean and Disinfect Frequently Touched Surfaces

Desks, keyboards, telephones, doorknobs, breakroom appliances, and shared equipment can harbor germs. Regularly wiping down frequently touched surfaces helps reduce the likelihood of illness spreading throughout the workplace.

Stay Home When You're Sick

If you are experiencing symptoms such as fever, persistent coughing, body aches, or significant fatigue, staying home can help prevent exposing coworkers to illness. Resting and recovering also helps you return to work sooner and healthier.

Support Your Immune System

Healthy habits can go a long way toward keeping your immune system strong. Prioritize quality sleep, stay hydrated, eat nutritious foods, and remain physically active. Managing stress is also important, as chronic stress can weaken the body's natural defenses.

Protect Your Workplace Community

Preventing illness is a shared responsibility. By practicing good hygiene, maintaining healthy habits, and showing consideration for others when feeling unwell, we can all contribute to a healthier, safer workplace this cold and flu season.



Safety Tip

Remember: Healthy employees are safer employees. Taking simple steps to prevent illness helps protect everyone and supports a productive workplace.

Employee Spotlights

Our Employee Spotlight section features five fun icebreaker questions designed to help us learn more about the people who make up our team. From favorite hobbies and dream vacations to unique talents and memorable experiences, these quick questions offer a glimpse into each colleague beyond their role. It's a great way to build connections, discover common interests, and celebrate the individuals who help make our workplace a great place to be.

Kentoria Nock



- If you could instantly master any skill, what would it be and why?
Learning to speak several languages. It would be easier to communicate with others who do not use English as the primary language, and it would also help in my career as well.
- What's the most unusual or interesting item on your desk right now?
The most interesting thing I have on my desk right now is a squishy dumpling which was gifted to me by my 12-year-old son. He says I "type all day" so it will help my hands.
- If your life had a theme song, what would it be?
McFadden and Whitehead – Ain't No Stoppin Us Now.
- If you could have lunch with any person, living or historical, who would you choose?
Michelle Obama
- What's one thing your coworkers might be surprised to learn about you?
I have a green thumb. I love all things planting and gardening.

Carissa Gardner

- If you were a superhero, what would your superpower be?
Flying or teleportation
- What TV show or movie can you watch over and over again?
Grey's Anatomy and Chicago P.D.
- What's the best meal you've ever had?
Shrimp lettuce wraps are my favorite go-to meal.
- What's one item you can't leave home without?
My wallet. I recently switched from a smartphone to a flip phone, and it's been one of the most liberating choices I've made.
- What's a hobby or talent you have that most people at work don't know about?
I enjoy flower pressing and painting nutcrackers.

