TRUE PARTNERS
ACCESSING ACTIONABLE DATA IN WORKERS’ COMP THROUGH MORE TRANSPARENT, COLLABORATIVE VENDOR RELATIONSHIPS

BRANDING YOUR WORKERS’ COMP RISK MGT PROGRAM
Know WHO you are, WHAT you can do, WHERE you are going, WHEN to communicate, WHY you’re doing what you do. Know these in order to get data you need from partners, know who your partners should & shouldn’t be.

IMPROVEMENT INTENSE
Work with VENDORS that FIT your BRAND
Make them vendor PARTNERS, not just vendors. They need to match your model. There will be adjusters, case managers, doctors, who aren’t firm/fair/friendly... if they understand but can’t adopt to it, changes need to be made. Not a good fit.

CONTINUOUS PROCESS IMPROVEMENT
People hide behind CONTRACTUAL ISSUES when they can’t decide to do business together.

PROCESS SAVINGS
Look at long term goals. Strong process w/ continual improvement. Sprint not a marathon.

BUNDLED VS UNBUNDLED PROGRAM
- Bundling w/ METHODOLOGY & MASKING MECROCRITY
- Demands sophisticated risk mgmt system
- Success could hinge on how well risk mgmt accesses & uses data

ROLE OF THE ADJUSTER
- Tailor process & data to SPECIFIC ACTIONS. What are you trying to help them do on a day to day basis? EMPOWER YOUR ADJUSTER.
- Ultimate goal is shorter claim duration. How do we get this person back to functioning at work?
- Working FILE vs working CLAIM. DATA OVERLOAD
- Data is great but there’s also human factor w/in claim. Data puts you on path that isn’t only road

PITFALLS OF TECHNOLOGY ADAPTATION
HUMAN TOUCH FACTOR
Technology should help claims worker, not impede them.

MEASURE EVERYTHING ALL THE TIME & LOOK FOR AREAS TO IMPROVE

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