

THE CRS INSIDER

PRESIDENTS MESSAGE

TECHNOLOGY AND INNOVATION



Every day it seems I look at my News Feed and the headlines seem to be dominated by these two concepts – Technology and Innovation. Makes me sound hip right, well it’s actually me quickly perusing the headlines on a google search that is simply – What’s new in property casualty claims. I’m sure those concepts mean different things to all of us but in our world as a Third Party Administrator the mechanical process of handling claims is starting to dominate the headlines. I don’t know about all of you, but when I used to think of a mechanical process, I expected boring, routine, and definitely not innovative ideas. I’m here to publicly admit, I WAS WRONG!

In 2015, we embarked on a search for new technology and began with a list that was about 127 different companies who provide technology platforms or services suitable for the claims industry. Bells and whistles everywhere and all kinds of built in this and built in that. We can do a million automated things if we just buy the right system.



TERI L. SPORER
PRESIDENT



Yet when you asked if they had a mobile app – the resounding answer was typically – well no but we are developing one! I can use a mobile app for virtually everything else in my life, why not for commercial property casualty claims.

Thomas Lynch of Lynch Ryan & Associates Inc., a management consulting firm had indicated that “The P/C Insurance industry is very slow to innovate and it’s lagging behind other industries, as well as other parts of the insurance industry, in adoption and rapid movement to technology usage and innovation.” I have personally worked on or with 5 different projects in the last 2 years which are cutting edge technology advances and are being implemented widely by P/C claim administrators that will continue to make a difference and spark more advances in the near term. Fraud detection, electronic records retrieval, medical standards of care, opioid elimination programs just to name a few. Once we get all of the technology together we will be unstoppable. Right now, the challenge is everything progressive is being built outside of the traditional claim systems. The systems we have are so old they are built using the cobalt language.

Innovation has begun in our business and I am very optimistic as technology revolutionizes how we work we will be in a much better position to implement more cost saving based programs on the repeatable mechanical advances we once may have seen as boring. Get ready for more in a system unveiling for CRS in the coming year.

TECH TALK – “KIND OF”

WE UPDATED THE BRAND

My blogs are typically about system upgrades or sharing technology tips and tricks with you, but today I'm going to talk about a different upgrade we've recently made. You may have noticed an updated brand from us... Well you are right!



MEGAN BAUER
OPERATIONS MANAGER

We have a new logo, colors and font. You will see it in our website, LinkedIn, materials and communications. Our new look feels like we put on a brand new pair of shoes and they feel good.

We believe our new look better matches what we have become over the past several years a nationwide boutique where creativity isn't a risk.



"We are a nationwide boutique where creativity isn't a risk..."



MANAGERS MINUTE

EMPLOYEE HEALTH & WELLNESS AFFECTS WORKERS' COMPENSATION CLAIMS



BEN TEBO
VICE PRESIDENT

In workers' compensation, what may seem to be a straightforward injury may turn into a much more costly claim when comorbid conditions exist.

"Comorbidities will impede an injured worker's ability to heal..."

Comorbid conditions that most commonly impact workers' compensation claims include obesity, diabetes, hypertension, mental health issues, tobacco use and substance abuse.

NCCI recently released a report where the number of worker's compensation claims with a comorbid condition nearly tripled from 2000 to 2009. In addition, the report also showed that claims with comorbidity had about twice the medical costs of otherwise comparable claims.

Comorbidities will impede an injured worker's ability to heal, recover and return to work. As a result, claims with comorbidities on average will experience:

- Longer claims duration
- Higher medical and indemnity costs
- More temporary disability days
- Increased litigation rates
- Increased surgery rates

Today's aging workforce is also creating a higher likelihood that an injured worker may have another condition in addition to their worksite injury. Comorbidities will likely become a complicating factor on most claims and we may even see an increase of claims with two or more comorbidities.

A 2016 study by Harbor Health Systems found that claims with multiple comorbidities experiences a 341 percent increase in total incurred costs and 285 percent more TTD.



Employers need to begin analyzing how comorbidities are affecting their claims and develop strategies, including wellness programs, to mitigate the prevalence of these conditions within their workforce. Whether wellness programs include bike-to-work, nutritional counseling or weight management initiatives, they can help to reduce the occurrence of comorbidities and potentially cut down costs on workers' compensation claims.

Adapted from an article in the Claims Journal from May 4, 2017.



A CLOSER LOOK

DON'T USE PAPER... IT'S TEARable!

Do you want to cut down on the time it takes to get your bills paid and documents attached to the file for the adjusters to see? It's time to start utilizing this helpful tool! Start sending them to Paperless@creativerisksolutions.com!

Our workflow process is set up for all mail to go through Paperless first. You can send medical bills, medical records and documents you want attached to the file.

Our Administrative team, who oversees the Paperless email account, will send the bill to Equian for processing. They will then attach the correspondence to the claim and transfer the documents to the adjuster's queue in Riskmaster.

Don't bog down the adjuster's email, start sending your correspondence to Paperless!



CARI SMITH
CLIENT SERVICE
CONSULTANT

