

Workers Compensation Program Overview & Update

Presented by AIMS & Risk Management



Workers Compensation Program Overview

- Background of program
- Budget and recent history of the program
- General overview



RFP & Selection of AIMS



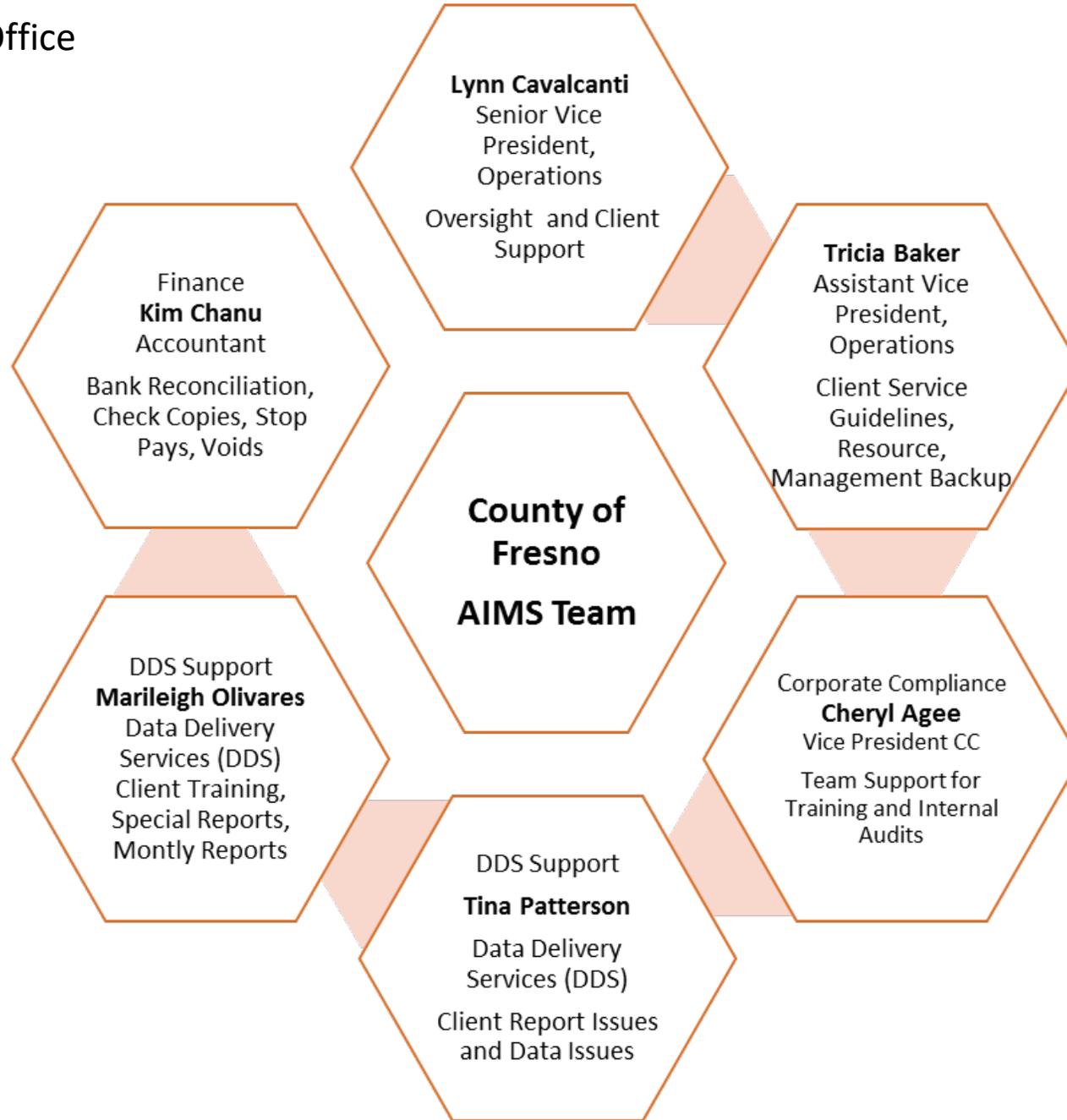
- Comparable experience
- Efficiency & speed
- Staffing (Size, Stability, Training)
- Technology & Claims Reporting
- Additional Value-Added Services

County of Fresno Program Overview & Update

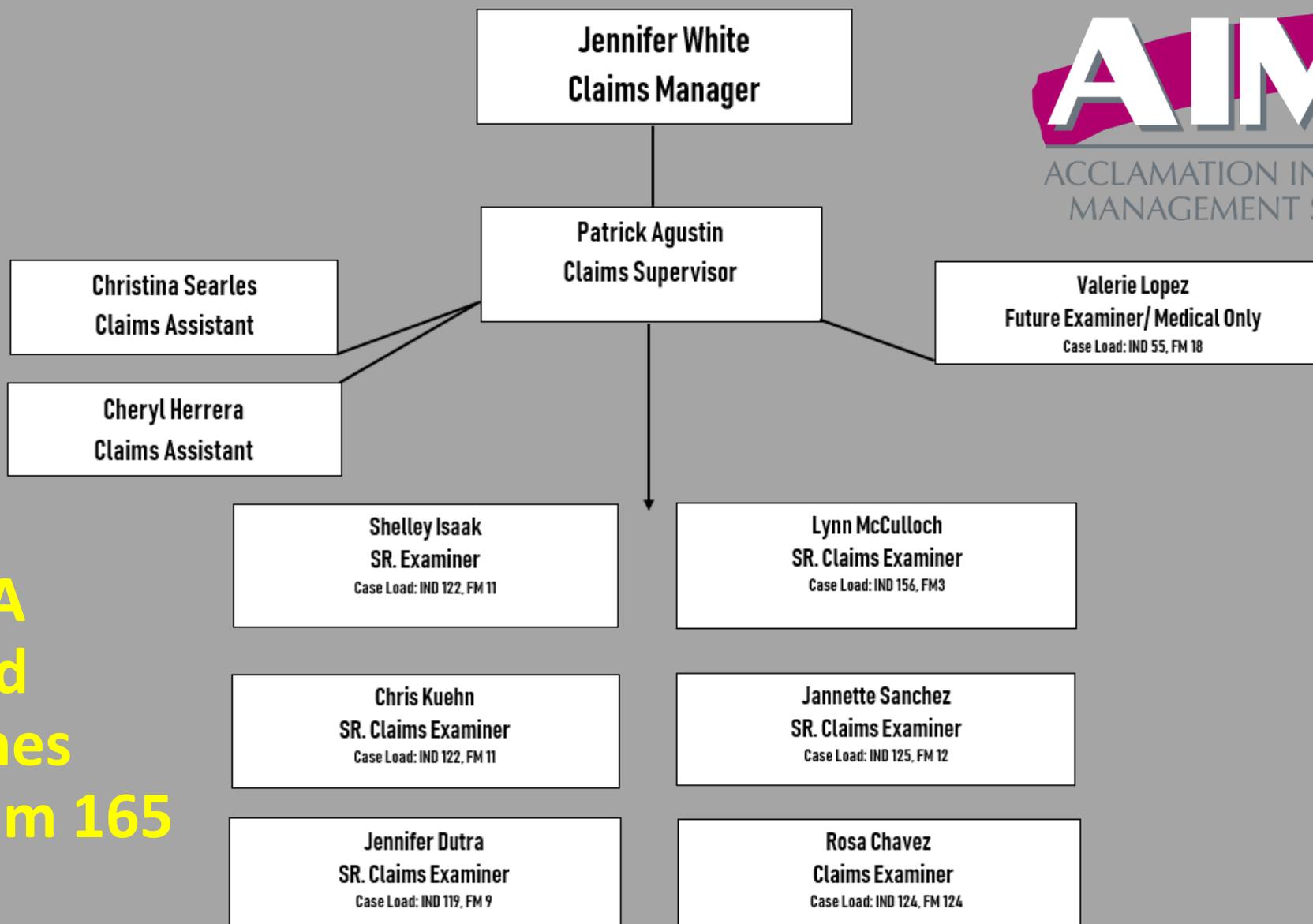


ACCLAMATION INSURANCE
MANAGEMENT SERVICES

Support of Local Fresno Office Corporate Services



AIMS Team Supporting County of Fresno



- CSAC EIA Caseload Guidelines maximum 165

Inventory of Claims

Inventory January 1, 2018	1,000
Newly Reported	+632
Reopened	+108
Closed	<u>-669</u>
Ending Inventory Feb 28, 2019	1,071

Efficiency & Speed Outcomes



- *Pharmacy Benefit Management Program (PBM)*
 - Medications filled without any intervention: 1,728
 - Nurse Interactions with Physician & Injured Employee: 906
 - Narcotic Weaning Efforts: 379 identified files - 22 remain open
 - Integration of Utilization Review, Bill Review & PBM = 0 Leakage

Efficiency & Speed Outcomes

- *Quality Utilization Review Process*

- Examiners authorized 1,068 treatment requests:
Resulting in expedited services for injured employees
 - Faster treatment = Return to work & recovery
 - Reduces litigation exposure



Efficiency & Speed Outcomes

- *Integration of All Financial Transactions in Claims Management System*
 - Processed provider invoices: 16,468
 - Examiner turn-around time: 10 Working Days
 - Independent Bill Review Dispute Resolutions (IBR) Filed 2018 - None

Efficiency & Speed Outcomes

- *Medical Provider Network (MPN)*

- Continual review of physician panel
- Emphasis on treating stress related injuries
- Delayed recovery program
- Telemedicine pilot
- Call Center with Nurse Triage integration with MPN

Technology & Claims Reporting

- *Medicare Reporting & Condition Liens*

- Intensive data clean up at on-boarding
- Updated Coding Reduces Medicare Liens: 14
- Unresolved Liens- 2
- Resolved Liens – 12 with \$0 paid

Technology & Claims Reporting

- *Examiner Dashboards*

- Productivity Validated
- Compliance issues identified
- Focused effort on claim resolution

- *Claims Management Systems*

- Real-time access to Risk Department



Experience & Staffing

- Client Service Guidelines
- File Review Guidelines
- Litigation Guidelines
- Examiners (State & SIP)



Value-Added Services

- Monthly industry training in Fresno Office
- Collaborative monthly/quarterly claims meetings with 7 largest departments
- Compliance department scheduled audits
- Bi-annual Client Lunch & Learn Seminars

Value-Added Services

- *Legislative Advocacy*



**2018 YEAR-END REPORT
FINAL ACTIVITIES OF THE
CALIFORNIA STATE LEGISLATURE**

**BY: PHILIP M. VERMEULEN,
LEGISLATIVE ADVOCATE
October 2018**

2018 Savings Achieved by AIMS & AMC Services

<i>Services By Program</i>	<i>Savings By Program</i>	
<i>Pharmacy Benefit Management Services (PBM)</i>	Pharmacy Savings	\$383,979
<ul style="list-style-type: none"> <li data-bbox="216 444 848 475">• <i>Generic vs. Brand – 99% Available Dispensed</i> 		
<ul style="list-style-type: none"> <li data-bbox="216 525 983 556">• <i>Formulary Application – Review of Narcotics Prescribed</i> 		
<ul style="list-style-type: none"> <li data-bbox="216 606 996 638">• <i>Narcotic Weaning Plans – 22 remaining Files in Program</i> 		
<i>Medicare Liens Savings – (12 Files Resolved)</i>	Medicare Liens Savings	\$98,404
<i>Utilization Review Non-Certifications</i>	UR Non-Certs	\$764,422
<i>Examiner Review of Bills</i>	<i>Examiner Savings</i>	\$191,215
<ul style="list-style-type: none"> <li data-bbox="216 932 486 963">• <i>Billed: \$195,340</i> 		
<ul style="list-style-type: none"> <li data-bbox="216 1013 440 1045">• <i>Paid: \$4,125</i> 		
<i>Bill Review Adjustments/Coding Validation</i>	<i>BR Savings</i>	<i>\$12,651,639</i>
<ul style="list-style-type: none"> <li data-bbox="216 1176 550 1208">• <i>Billed: \$ 19,015,938</i> 		
<ul style="list-style-type: none"> <li data-bbox="216 1258 512 1289">• <i>Paid: \$6,364,299</i> 		
	<i>Total Savings</i>	<i>\$14,089,659</i>