

RISK & INSURANCE **WEBINARS**

OUTLIER CLAIMS: HOW TO SPOT THEM, HOW TO AVOID THEM, HOW TO DEAL WITH THEM

Webinar Start Time: 1:30pm EDT

**Please be sure to have the volume turned up on your
computer to hear the audio for this webinar**

Sponsored By:



**Liberty
Mutual®**

Agenda

- **Focusing on the outliers**
 - Unique mitigation strategies
 - Going beyond protocols
 - Early intervention
 - Optimizing resource utilization
- **Predictive Modeling and Early Alert Tools**

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Webex Information

- Be sure to have the volume turned up on your computer to hear the audio for this webinar.
- If you are having problems hearing the audio through your computer, please click on the Request Teleconference button.
- To ask a question about the content of the presentation during the event, you may use the Q&A panel located in the bottom right corner of your screen. We'll be leaving time at the end of the presentation to answer them.
- Within 48 hours, a link to an archive version of the presentation will be e-mailed to you. It will be available online for 90 days.
- A copy of the slides will be posted at www.riskandinsurance.com this afternoon.
- If you encounter a problem during today's Webinar, please send us a message in the chat box located on the right column of your screen. Or feel free to contact Webex Technical Support at (866) 229-3239.

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:



Thank You To Our Sponsor



Liberty
Mutual®

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Liberty Mutual

- Boston- based Liberty Mutual Group is a diversified global insurer and the fifth-largest property and casualty insurer in the U.S. based on 2008 direct written premium.
- Liberty's Commercial Markets business unit, the business unit that is represented here today, provides mid-sized and large companies with insurance products and services through independent agents and brokers.
- If you would like to learn more about Liberty Mutual, please go to www.libertymutualgroup.com

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Speakers



Maureen McCarthy

Vice President – National Market
– Workers’ Comp Claims
Liberty Mutual Group, Boston
Maureen.McCarthy@LibertyMutual.com



Mark Noonan

Risk & Insurance® Columnist &
managing principal of Integro
Insurance Brokers
Mark.Noonan@integrogroup.com

Moderator:



Cyril Tuohy
Managing Editor
Risk & Insurance®

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:



Looking for the Needle in a Haystack

- **A small subset of claims drive WC losses**
 - 20% of the claims drive 80% of the dollars
 - The bulk of them are slow-developing (versus CAT claims)
- **10% of low-back claims drive 83% of the cost**
 - 80% have disability < 1mo. and account for 8% of the cost
- **Chronic pain heavily influences WC medical costs**
 - Early use of narcotics, and “yellow flags”
- **Medically stable claims can unravel over time**
 - Sudden surges in medical costs
- **Typical claims can veer off course sharply**
 - Medical trajectory differs from the norm

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Triage at Time of Intake Versus Claim Alert Tools

- **Triage Tools** – Use information available at time of report to determine who should manage the loss
 - Injury and accident codes
 - Jurisdiction, and lag time from injury to report
 - Age and average weekly wage of employee
- **Alert Tools** – Identify problematic claims
 - Use medical costs, data and claimant information
 - Identify claims with atypical patterns

Sponsored By:



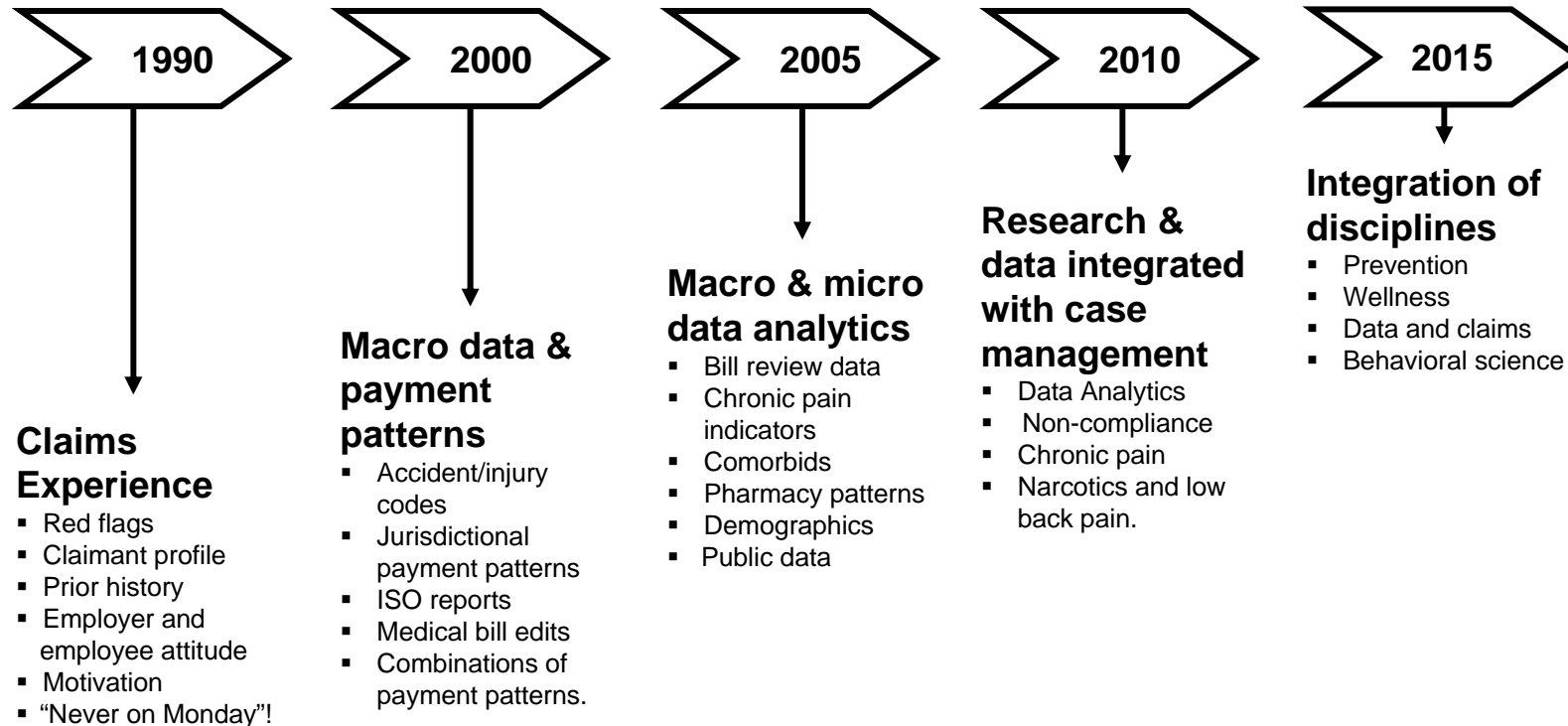
Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

It's an Evolving Process



Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Predictors Evolve Too

- **Payment patterns are changing quickly**
 - Lower facility charges (fewer in-patient stays)
 - More diagnostics, injections and implants
- **Fewer workers with health insurance**
 - Increase in patients with out of control comorbidids
 - Diabetes, hypertension and obesity
- **Reform efforts have impacted payment trends**
- **Pharmacy use increasing and changing**
 - Provider dispensed drugs and educated consumers
- **Aging workforce impacts recovery/return to work**
- **Impact of economy and lost jobs**

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Is There a One-Size-Fits-All Tool?

- ✓ High-cost claims
- ✓ Slow-developing high cost claims
- ✓ At-risk stable claims
- ✓ Chronic-pain claims
- ✓ Potential fraud
- ✓ Provider billing or treatment patterns
- ✓ Outliers – treatment/disability guidelines
- ✓ All of the above

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Timing and Accuracy of Prediction Matter

Too Early

leads to missed opportunities

- Divergent medical cost patterns have not emerged

Too Late

means less opportunity to impact

- Your prediction is accurate but.....

- There is a tradeoff (timing - accuracy- scope)
 - Expect false positives
- What are you missing?
 - What is the total universe of high cost claims?
 - Not just against itself (10/10 does not work if 1,000 existed!)
 - Find the emerging claims not identified
 - Know your hit ratio with and without a tool

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

The Claim Trajectory Goes Astray

- Different – this claim is not like others
 - Paid medical patterns
 - Single or multiple payment/treatment combinations
 - Comorbid conditions
 - No return to work
 - Multiple physicians
- Changes – a stable claim changes
 - Narcotics use or behavioral treatment
 - Sudden surges in medical paid
 - Identification of comorbid conditions
- Mature catastrophic claims can destabilize
 - End-of-life care, ambulatory issues, attendant care

Sponsored By:



Having problems hearing the audio?

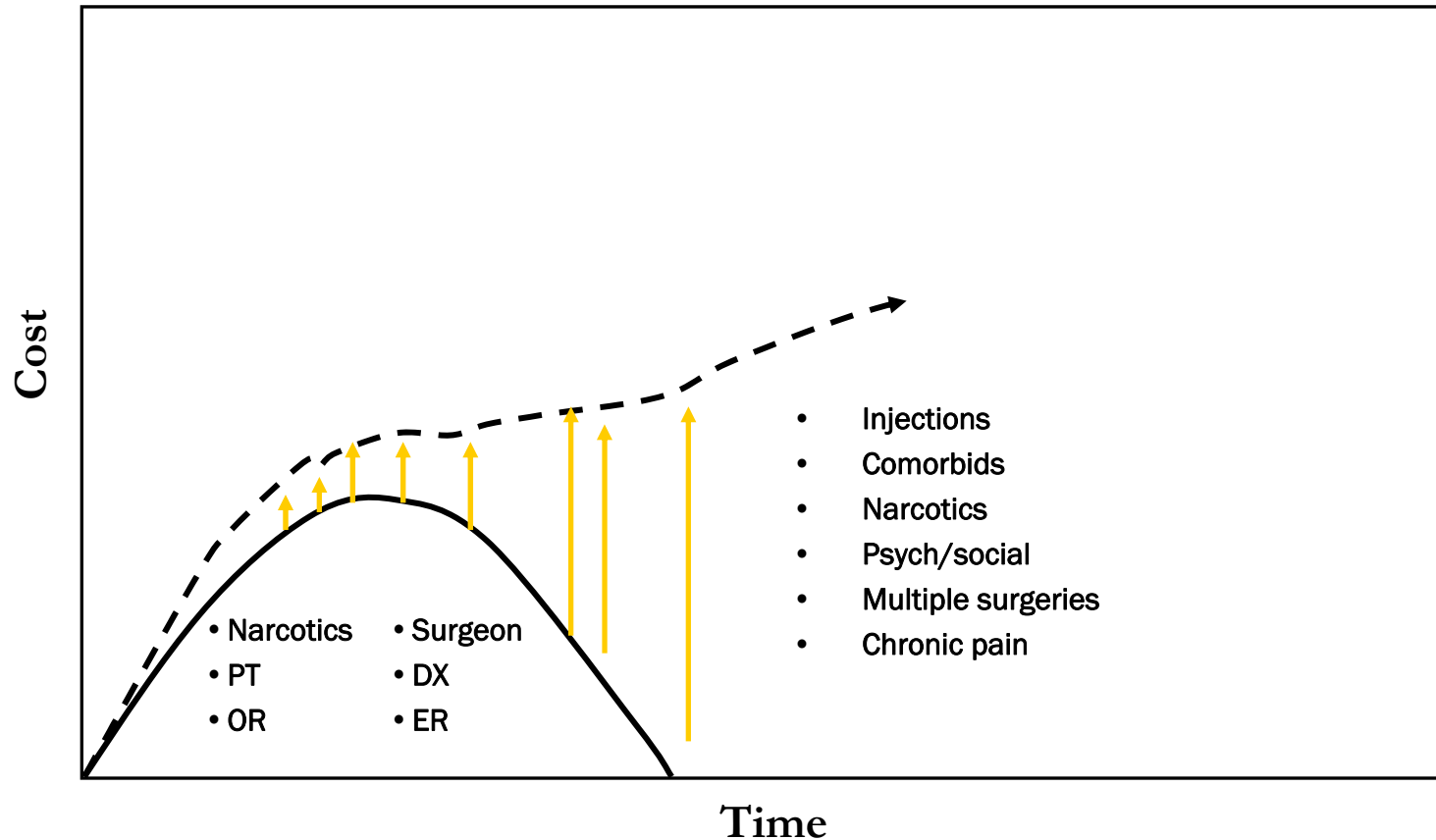
Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Typical Treatment Pattern Versus One Gone Astray

Fractures



Sponsored By:



Having problems hearing the audio?

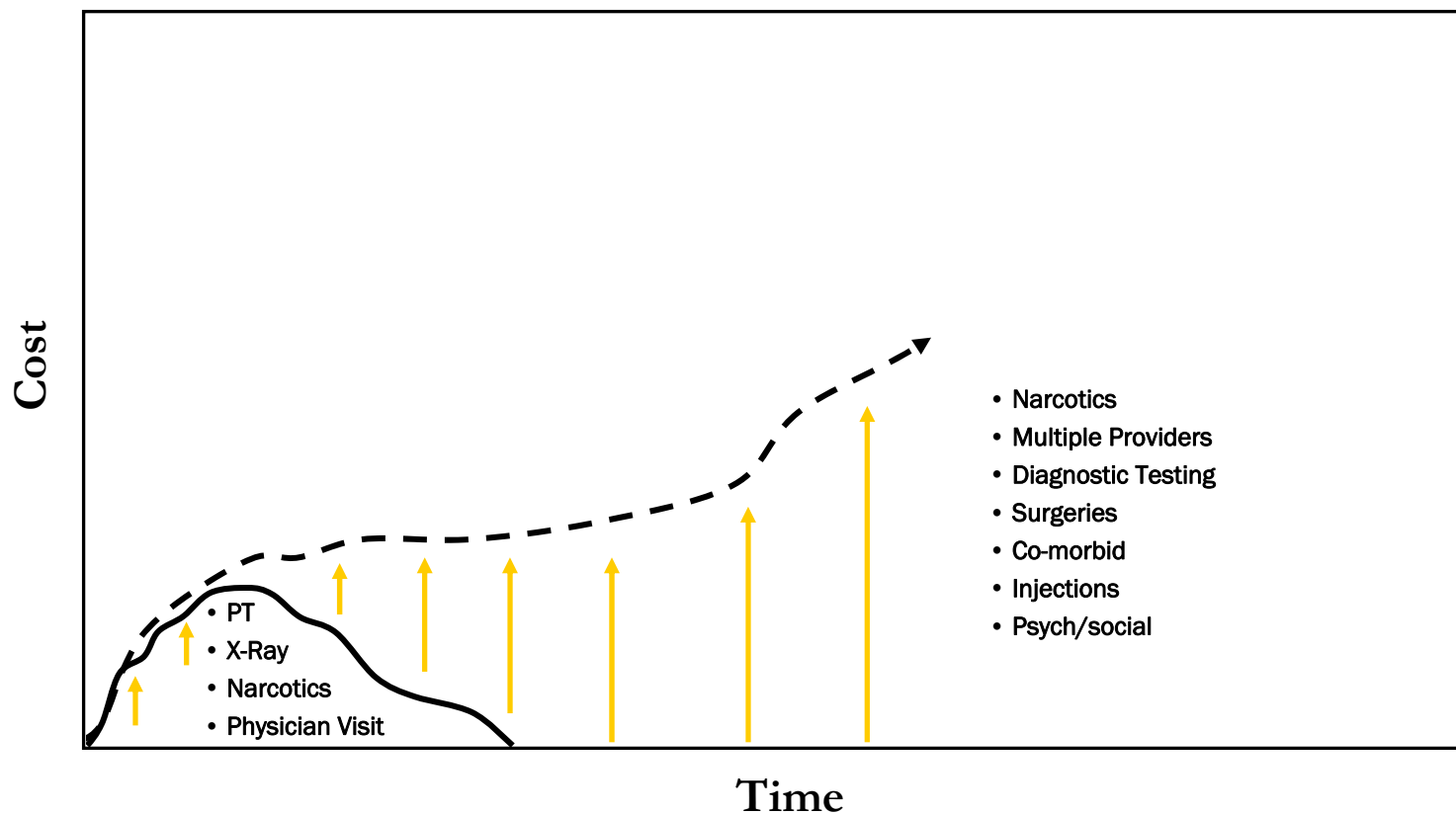
Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

The Elusive Slow-Developing High-Cost Claim

Sprains & Strains



Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

RISK & INSURANCE
WEBINARS

It Is Not Just the Data!!!!

- **Claimant profile**
 - Still need to “know” the injured worker
- **Non-compliance**
 - Treatment and disability guidelines
- **Early use of narcotics**
- **Things that don’t make sense**
 - The “sniff test”
- **Red flags**
 - Late reports, doctor-shopping, prior claims
- **Yellow flags**

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Unusual Case Facts Require Unique Case Strategies

- **Typical best practices work well on most cases.**
 - You do not need or want to overwork all claims
- **But you need to “dial up” on a subset of cases.**
 - Strategize and apply resources as early as possible
 - Use the “sniff test” for issues that do not make sense
 - Nurses as patient advocates or to handle non-compliance
 - Earlier recognition when rtw is no longer an option
 - Assertive management of non-compliance with guidelines
 - Different role for employer, group carrier and provider
 - Deny and accept, along with modify and influence
 - Do not ignore psych/social and comorbid conditions

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Traditional Best Practices

- **Linear Process**
 - “follow for MMI”
- **Protocol Response**
 - “Assign to RN or PI”
- **Task Completion**
 - “schedule exam”
 - “get DUR”
- **Obtain Results**
 - “it doesn’t work”
 - “Cl. RTW or at MMI”
- **Follow for closure**
 - Pay last medical bill
 - Issue PPD payment

Enhanced Best Practices

- **Issue Focused**
 - Comorbid/narcotics
- **Strategize**
 - Manage/assess
- **Identify Resources**
 - RMD/NCM/FI
 - Need Specialist
- **Execute Strategy**
 - advocate/confront
 - Rule in/out
- **Evaluate Results**
 - What worked/what’s left
 - Where do we go from here

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:



Get to MMI and PPD?

- 45 year old supervisor
- 20 year employee
- Bi lateral wrist injury
- Second Surgery pending
- 10 additional weeks of disability
- Obese with hypertension and diabetes
- Post surgery “still in pain”
- Escalating pain medication
- Lives alone, feeling sad
- Recently laid off

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Psychosocial “Yellow Flags”

- Case #1: Constr. worker
- No medical red flags
- No med co-morbidity
- Average med history
- No tests or referrals
- “Not a big deal”



- Case #2: Constr. worker
- No medical red flags
- No med co morbidity
- Average med history
- No tests or referrals
- “Forever damaged goods”

-
- “Just a sprain”
 - “Employer helpful”
 - “I know what to do”
 - “Discussed alt duty”
 - “Others helpful at home”
 - “Need to exercise more”
 - “Happens to everyone”



-
- “Probably a slipped disk”
 - “Supervisor angry/unhelpful”
 - “Probably get fired”
 - “Pain excruciating”
 - “Afraid to move”
 - “How will I get around?”
 - “Why me?”

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:



Tools at Work

- Early Alert
- High Cost Claims
- Stable Claims at Risk
- End of Life Issues
- Chronic Pain Report
- Narcotics Alert
- Non Compliance
- Provider Treatment and Billing Patterns

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Questions



Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**

Liberty Mutual

- Boston- based Liberty Mutual Group is a diversified global insurer and the fifth-largest property and casualty insurer in the U.S. based on 2008 direct written premium.
- Liberty's Commercial Markets business unit, the business unit that is represented here today, provides mid-sized and large companies with insurance products and services through independent agents and brokers.
- If you would like to learn more about Liberty Mutual, please go to www.libertymutualgroup.com

Sponsored By:



Having problems hearing the audio?

Be sure the volume on your computer is turned up or stop your Audio Broadcast and then restart it or click on the Request Teleconference button, located at the bottom of the Participant Panel in the upper-right corner of your screen.

Presented By:

**RISK & INSURANCE
WEBINARS**