

Administration and Finance - 2019

RISK MANAGEMENT – WORKERS' COMPENSATION ASSESSMENT PLAN



Timely Reporting Assessment

Risk Management

October 8, 2019

■ Assessment Purpose

- Risk Management would like to improve timely reporting by Supervisors and assess how we can support the entire campus community in this effort.
- Question: **What collaboration efforts can assist us to improve timely reporting and spread awareness?**



Timely Reporting Assessment

■ Assessment Methodology

- This assessment involved collecting data from the following areas:
 - Sedgwick viaOne Portal (Third Party Administrator)
 - Alliant Insurance Services
- The data from FY 15/16, 16/17, 17/18, 18/19 was analyzed to compare trends
- This assessment analyzed four complete fiscal years



Timely Reporting Assessment

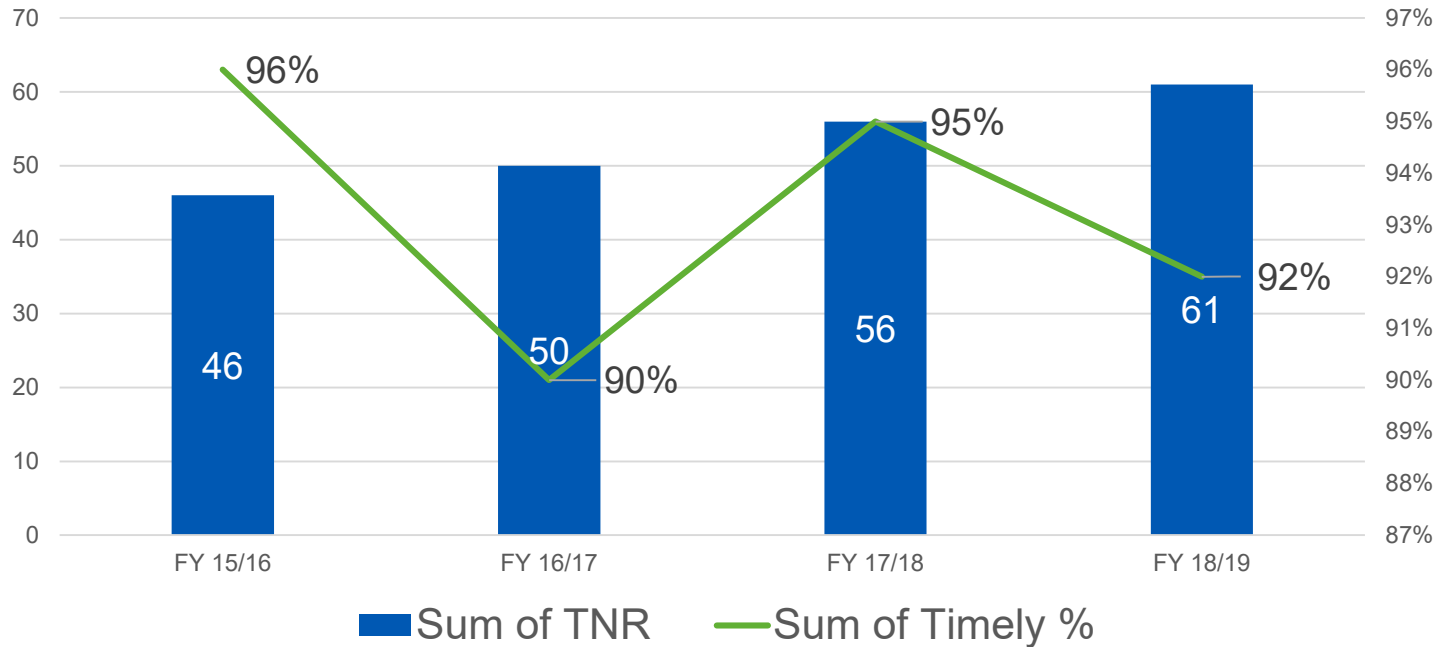
■ Assessment Data

- The assessment included the following metrics:
 - Total New Reports (TNRs) and timeliness of reporting Work Related Injuries
 - The TNR figure represents claims that were pending, first aid, medical only, indemnity (non-settled) or future medical as of month end
 - Measurement: % of pending, first aid, medical only, indemnity (non-settled) and future medical claims reported to TPA within 5 calendar days from the location date of knowledge
 - Percentages include claims that were converted from pending to other claim types, such as Record Only or First Aid, during the month.



Assessment Findings

Total New Reports & Timely Reporting



CSUSB

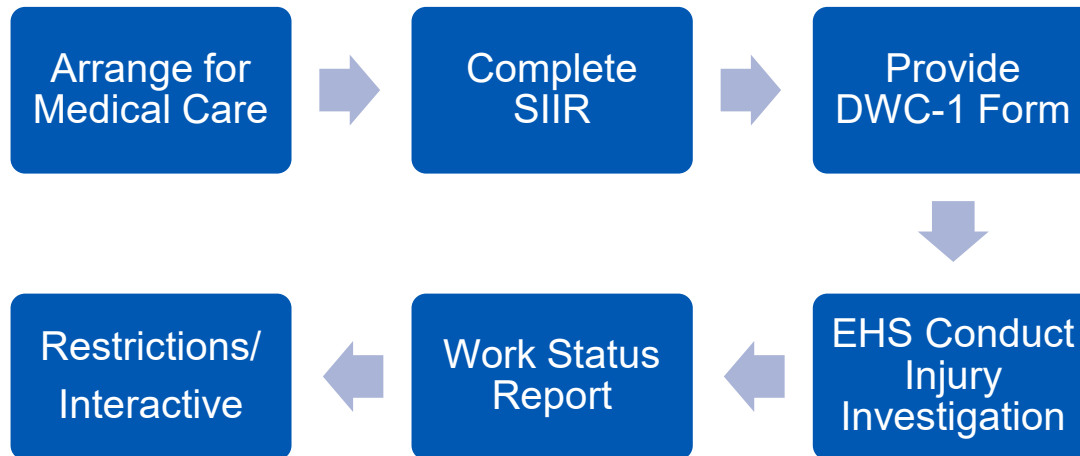
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Future

RM Assessment Outcomes

■ Implications for Practice

- Monthly New Hire Training – 20 minute segment to ensure employees know how to report an injury
- Participate in New Supervisor Workshops – MPP Bootcamp



Questions



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Future