Workers' Comp



Problem

A large carrier considered outsourcing its telephonic case management services to a third party. After evaluating their current program, including the ongoing financial commitment to maintain a large clinical staff, a decision was made to request proposals from outside parties.

Solution

Aligning to the client’s vision, Enlyte created a customized early intervention telephonic case management program leveraging Enlyte’s risk identification tool for optimal case selection. The program was designed to ensure the carrier was provided a program that promoted injured employee advocacy, ensured timely access to quality care and reduced lost time days. Staffing needs were determined from a claims analysis that reviewed case durations, optimal caseloads and baseline productivity metrics.



Staffing and Productivity

Pre	Post
120 RNs	102 RNs
• Billable hours per RN per day: 5 • Billable hours per RN per year: 1,223 year	• Billable hours per RN per day: 7.5 • Billable hours per RN per year: 1,851 year



Carrier Solution Included the Following:

- Private labeled program
- Reduction in overall clinical headcount due to an increase in case manager productivity
- URAC accredited program
- Electronic interface of case notes to the claim file
- Life of the claim risk modeling to identify and manage only those claims predicting or demonstrating the need for clinical intervention
- Elimination costs associated with recruitment, hiring, retention, salary, benefits, multi-state licensure, certifications and continuing education
- Clinical dashboard for a transparent view into inventory, costs and outcomes



Outcome

Carrier improved their bottom line without disruption to claims staff or clients during the transition.



Year one Staffing Efficiencies:

34% Improvement in case manager productivity

627.5 Additional hours per case manager per year

Claim Outcomes:

57 Average business days saved per claim

$8,500 Average savings per claim

6.5 to 1 Client return on investment

Download Case Study

Schedule a Consultation to Talk to Your Customer Success Team About the Power of Intersecting Enlyte Solutions



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