Workers' Comp





Problem

A mid-sized national TPA was considering outsourcing its telephonic case management services to a third party. After evaluating their current program, including ongoing financial commitment to maintain 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 TPA 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.



Assessment of Staffing Needs

Pre	Post
30 RNs (supervisory and support staff)	20 RNs
• Billable hours per RN per day: 5 • Billable hours per RN per year: 1,255 year	• Billable hours per RN per day: 7.5 • Billable hours per RN per year: 1,882.5 year



Enlyte's Solution for This TPA Included the Following:

- Private labeled program
- Reduction in overall clinical headcount due to an increase in case manager productivity
- Dedicated telephonic case managers meeting state licensure requirements
- Customized employer workflows
- URAC accredited program
- Daily claims feed
- Electronic interface of case notes to the claim file multiple times per day
- Life of the claim risk modeling to identify and manage only those claims predicting or demonstrating the need for clinical intervention
- Elimination of 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

The Third Party Administrator improved its bottom without disruption to claims staff or clients during the transition.



Staffing Reduction Savings:

$4K Staffing cost savings

12,550 billable hours Productivity gained

63 Average business days saved per claim

$8,025 Average savings per claim

92% Return to work

Download Case Study

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

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