

BOARD OF DIRECTORS MEETING (OPEN)

AGENDA ITEM 18

ATTACHMENT 18d-I

RETURN TO WORK PROGRAM

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Return to Work Program

**Presentation for Board of Directors
May 2009**

ACCOEM Guidelines



Absence from work is medically required only when:

- Attendance is required at a place of care
- Recovery or quarantine requires confinement to bed or home
- Being in the workplace or traveling to work is medically contraindicated

ACCOEM Guidelines

Prompt return to work:

- Improves the therapeutic outcome
- Prevents de-conditioning
- Reduces disability



Philosophy

A key component and philosophy of State Fund's Return to Work Program is the identification and reduction in 'medically unnecessary disability days,' or, 'delayed recovery'.



RTW Program Philosophy



- Shift focus toward preventing work disability, concentrating on the front end
- Prevent or reduce absence from work, unless medically required
- Stop assuming that absence from work is medically required
- Increase the likelihood that employers will provide on-the-job recovery
- Reduce administrative delays and bureaucratic obstacles
- Educate participants about the nature and extent of preventable disability and their role in determining SAW/RTW results

Key Points

- RTW is part of a successful medical treatment/recovery plan
- RTW offers are associated with lower costs
- Monitor results



Medical Review Process - Internal

Key Points

- The Adjusting Location Health Consultants facilitate disability prevention and management
- The Utilization Review Process identifies issues pertaining to return to work opportunities



Adjusting Location Health Consultant's Responsibility

- Educate providers about the relationship between functional recovery and treatment
- Foster a RTW intervention strategy early in the claim process



Claims Assessment Triage Tool

- Predictive modeling is used at claim set-up to assign a claim into four categories of predicted risk of delayed recovery and high cost
- Non-medical claim characteristics and science evaluate the potential high cost and delayed recovery for soft tissue injury claims that are then targeted for proactive early interventions



Education & Marketing



Key Points:

- State Fund will provide education programs for employers, brokers and physicians on the benefits of return to work
- The Medical Director's Office is actively working to educate the physician community

Education Efforts

- Disability Management training module for physicians is in development
- Complete training package is available to help educate policyholders on the benefits of implementing a return to work program
- Updated marketing materials
- Coordinated communication plan



Education Efforts Cont.

- Every business, regardless of size, can benefit from a return to work program
- State Fund's RTW program brings all the team members together
- Ultimately the Claims Representative is responsible for utilizing all the resources available to create return to work opportunities





Questions?