



## Workers' Compensation Updates

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## Medical Provider Network (MPN)

- Was allowed for in SB 899
- Allows an employer to create a listing of medical providers for employees who are injured on the job
- Limits employees to that list in most instances
- CCSF first introduced the MPN to its WC program in July 2006

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## MPN (continued)

- The 2006 MPN is not broad enough to capture all injured workers' – there are geographical and specialty gaps
- Those gaps have now been corrected
- MPN listing will be resubmitted to the State for approval
- Expanded and improved list will allow for all claims, not just new injuries to be on MPN

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### MPN (continued)

- Despite its shortcomings, the MPN has allowed the City's workers' compensation program to realize medical costs savings
- Medical cost savings in the first 9 months of FY 2008/09 was 10.41% over the previous FY
- Actual dollars were \$3,507,106 less

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### Other WC Matters

- Claims manager position remains vacant with supervisors rotated to "Act as"
- Claims adjusters rotating into temporarily vacant supervisor position to "Act as"
- Work is being redistributed and office staff being reorganized to improve work flow, team work and accountability

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### Claims administration Software

- Move to iVOS system was delayed from June 09 to December 09 due to contract issues
- iVOS will allow WCD to go paperless and improve efficiencies
- RFP will be issued in the winter 09/10 to look at all other systems that are available and that may provide better product

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### Other WC Cost Savings Projects

- Utilization Review (UR) guidelines have been revamped to reduce the number of unnecessary referrals which will result in savings of \$200 - \$300K
- RFP for Bill Review and UR Services has been done and we will realize reductions in those costs due to competition and improved technology

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### Workers' Compensation Fraud

- Workers' Compensation Fraud continues to be an important issue.
- We are expecting the DA to issue formal charges against another claimant by the end of the year.
- Several cases are in the investigation stages.
- Workers' Compensation Coordinators were trained on WC fraud on August 17th

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### Future Issues

- Need to work on improved communication between departments, City Attorney's Office and claims administrators
- Attendance at the Workers' Compensation Coordinators' Meeting needs to improve
- Claims staff is available to do claims reviews
- Training on various topics is available

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## Your Comments or Suggestions

- Please let us know how we can improve our service to you. Our working together will bring a better result for the City.
- Thank you for your support!

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