

Overview

Industry

Supply Service

Location

United States

Challenge

Manage rising claims costs and shorten return-to-work times

Solution

Providing expertise and coordinating the right care with Senior Nurse Reviewers

Results

Through the Senior Nurse Review program, claims were managed better, resulting in reduced lost time and expenses

How Mission Linen's risk program had their best year ever

Rising costs in California

Mission Linen's injury counselor Omar Savoy is focused on providing the best experience possible for injured employees. "I want to make sure they're comfortable with the process and are getting attention and treatment in a timely manner. I want to help get them back to work and full duty without any unnecessary delays," he says.

Since Omar joined the organization in 2014, he has overseen the program with Broadspire as a partner. "Along with the employees, Broadspire is the most important part of the engine. They play a key role in the administrative aspects of the claim, but also maintain good communication and correspondence with me and the employees throughout the entire process."

This close partnership is what enabled Omar to improve his program even further. "I sat down with Angela, our account executive, for one of our scheduled program reviews. She pointed out that our TTD in California was higher than the ideal. As an advocate for our company's employees, I was interested in how we may be able to help them return to work sooner. Angela and her team were able to use our claims data and a deep understanding of our program to suggest the perfect solution – the Senior Nurse Review program."

Providing expertise and coordinating the right care with Senior Nurse Reviewers

When analyzing Mission Linen's claim data, Broadspire's consultative analytics team noticed several factors that contribute to higher TTD. Injured workers were not getting medical attention as quickly as they should and there were delays in administering the proper treatments needed. Ultimately, this led to longer return-to-work times.

With the Senior Nurse Review Program, Broadspire's nurse case managers are able to provide the medical expertise to facilitate movement

By the Numbers

16% decrease in average incurred for indemnity claims at 14 months maturity involving SNR

26% increase in indemnity claims closed involving SNR

7% decrease in average TTD days when SNR is involved

on the claims of Mission Linen employees. “They have the gravitas to look at medical notes and interpret them in a way that’s clearer for injured workers. They accompany them to appointments as well.” Omar said. By assisting across different care environments, nurse case managers ensure that resources and services are utilized in the best way possible and administered in a timely manner.

Throughout the course of implementing the program, Broadspire also ensured smooth execution throughout. “Angela’s always been someone I can count on. She goes out of her way to answer our concerns and make sure that our needs are immediately addressed,” Omar said. “She gives me confidence that Broadspire is fully invested in the program. It’s a good feeling knowing we have a TPA and AE we can rely on to help us achieve our goals.”

Lowering costs and closing claims faster while enhancing the claims experience

With the launch of the Senior Nurse Review program, Mission Linen saw notable improvements within their claims management program.

“Broadspire understood what we needed and provided us with the right solution to achieve that. We reduced lost time and indemnity expenses, among many other things. Most importantly, it improved experience for employees.” Omar said. “We’re no longer unnecessarily using 2-3 weeks just to get information and translate them.”

Recently, one of the Mission Linen employees incurred a foot injury and Broadspire’s case managers stepped in to provide support. “It helped him, and many other employees, have a better understanding of the process and what they need in order to get better. They appreciate the third party oversight of the nurse. They’re also less likely to turn to litigation as they know we are doing everything on our end to help them recover.”

The close, strategic partnership Omar has with his account executive and the rest of the Broadspire team has helped him be successful. “Success for me is when our employees are able to say ‘I got good, immediate attention.’ **And thanks to Broadspire, our AE Angela, and the Senior Nurse Review program, we had our best year ever.**”