

Workplace safety and compensation

Helping WCBs streamline claims management, enhance service delivery and lower costs

Increasing benefits costs, increasing number of reported claims and rising health care costs are among the challenges prompting workers' compensation boards (WCBs) to find ways to improve claims management and to identify trends to improve workplace safety.

xwave helps them meet those goals, delivering customized systems and solutions built with proven processes and technology and backed by 30 years of IT experience. With a solid track record in the WCB sector, **xwave** serves as a strategic partner and trusted technology provider that supports all aspects of WCB's business.

Claims Management

Improving the flow of claims information often begins with improving underlying business processes. Drawing from end-to-end technology and project-management expertise, **xwave** helps WCBs re-think their approach to claims management, combining workflow with IT in ways that improve the accessibility and quality of essential data.

Strategic guidance is provided through:

- assessment of existing systems and processes to identify areas for improvement
- re-engineering of existing processes to improve workflow and ensure alignment with IT
- best-practices and change-management support
- a proprietary project management framework consistent with Project Management Institute (PMI) methodologies

Automation encompasses areas such as:

- claims registration, distribution and adjudication
- client services
- benefits administration
- program evaluation and quality control

Business benefits include:

- improved client service
- increased staff satisfaction
- easier service delivery through system automation, process efficiency, and self-service for stakeholders
- reduced claims duration through earlier intervention, and improved recovery and return-to-work outcomes
- reinforced expectations around stakeholder responsibility
- evidence-based decision-making
- more proactive claims management
- improved accountability for WCB staff

Claims Registration

The time potentially lost in a paper-based registration process can have a significant impact on the effectiveness

of services such as health care and, ultimately, on the length and cost of recovery. A custom built claims-registration system has been shown to shorten the assembly process alone by almost a week. The system automates and improves the capture and exchange of injury-related data, and includes an array of templated electronic forms such as:

- worker injury reports
- employer injury reports
- physician reports
- chiropractor reports
- physiotherapist reports
- dentist reports

Supported by an open architecture that integrates tightly with existing database information, system users can efficiently data enter incoming injury / incident reports, then validate and match them to register them for adjudication. Claims are effectively prioritized, with all file activity documented and necessary correspondence generated. Special features such as event triggers and waiting table monitoring further improve efficiency and help ensure more proactive claims management.

Data Warehousing

A well-implemented data warehouse turns disparate information sources into business intelligence—intelligence that enables a WCB to efficiently and accurately mine, assess and report on data related to workplace risks, operational costs and performance measurement.

Using the industry-leading suite of IBM Cognos Business Intelligence applications, **xwave** equips WCBs with tools such as:

- analysis and reporting modules for injury statistics (with hypothetical 'what if' capabilities that can combine and test injury-related factors); claims cost; workload statistics; health care analysis; employer compliance; employer statistics; employer prevention profiles; financial analysis

- best-practice analysis for policy and program evaluation
- predefined as well as customized reporting that can visually graph and model data results
- dashboard reporting of key performance indicators (KPIs) including:
 - ◆ claim costs
 - ◆ claim duration
 - ◆ return to work
 - ◆ timeliness of decisions
 - ◆ time to first payment

Integrated Case Management

Management of a single case file often spans multiple departments. These numerous touch-points tend to result in extensive manual intervention, redundant data entry and incomplete client assessment. By integrating workflows, WCBs have a more complete and accurate view of client files that helps eliminate redundancy and streamline the management process.

xwave uses tried-and-tested technology such as Microsoft's® .NET Framework to design and deliver integrated case management solutions that not only increase efficiency and interoperability but also improve system performance and reduce the risk of downtime.

Functionality and benefits include:

- easy interfacing with existing information systems
- a shared view of client files that puts everyone on the same page
- a common client registry that helps maintain data consistency and accuracy
- standardized internal controls supporting more consistent policy-application across different functional areas
- business-specific rules that can be applied to different case types

Web Services

An increased demand for service and the need to improve collaboration are two key reasons why WCBs are implementing web services. Web services can be used to:

- view employer account information
- receive employer cost statements
- request and process clearance letters
- manage subcontractor lists
- view employer-claim statistics
- register occupational health and safety (OH&S) committees
- submit and view OH&S committee minutes
- manage user accounts

xwave develops web strategies that:

- improve communication among stakeholders
- increase accessibility of services
- streamline workflows and shortens response times
- promote earlier claims intervention
- help speed up recovery and lower costs

xwave also builds web solutions that deliver user-specific services—for example, a portal giving employers online access to workplace-injury data (number, type and cost); assessment premiums, experience rating information; and reported payroll data. Ready availability of this information helps employers act on it, reducing both the human and financial costs.

Application Development

xwave's unsurpassed expertise in software engineering and systems integration has resulted in applications such as the WHSCC Inspection Report. Developed for tablet PCs and supporting full pen-based data entry, the WHSCC Inspection Report enables health and safety officers to complete inspection reports remotely on the fly, storing them in a PDF or XML format and printing them at the client's site.

Prevention and Governance

Effective communication of safe-workplace practices is dependent on effective communications processes and systems. **xwave** provides not only the technical framework but also the business guidance and project planning that enables WCBs to implement programs that:

- financially reward or penalize employers for injury-prevention efforts and claim-costs
- address high accident and injury rates
- promote safer, healthier workplaces
- support ESRTW practices

Contact Us

xwave is a division of Bell Aliant and one Canada's most reputable IT providers, serving a wide range of clients through industry-leading Professional Services and Advanced Technology Solutions. To find out more about what we do in workplace safety and compensation, contact us:

Call us toll free: 1-877-449-9283

Email us at: solutions@xwave.com

Gain measurable business benefits

xwave helps WCBs:

- ◆ achieve faster response and earlier claims intervention
- ◆ lower costs through shortened claims registration and adjudication timelines
- ◆ enhance stakeholder collaboration and encourage joint responsibility for workplace safety
- ◆ increase accuracy of forecasting and reporting
- ◆ improve decision-making
- ◆ comply with privacy legislation