



# The Pareto Principle: Applying the 80/20 Rule to the Connected Claim in Workers' Comp



**Rebecca Morgan**

Vice President,  
Product Management



**Tim Howard**

Sr. Vice President,  
Field Case Management



**Anne Levins**

Vice President,  
Product Strategy &  
Analytics



**Mitch Freeman**

Chief Clinical Officer,  
Pharmacy Solutions





# THE PARETO PRINCIPLE

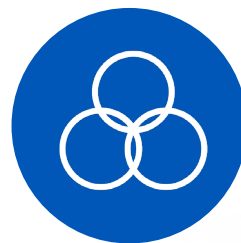
80% of the consequences will  
come from 20% of the causes







# THE PARETO PRINCIPLE



**Connectivity**



**Expertise**



**Focus**



# Connectivity

See the Full Picture of the Claim

- You Can't Manage What You Can't See
- Industry Consolidation
- Examples & Best Practices

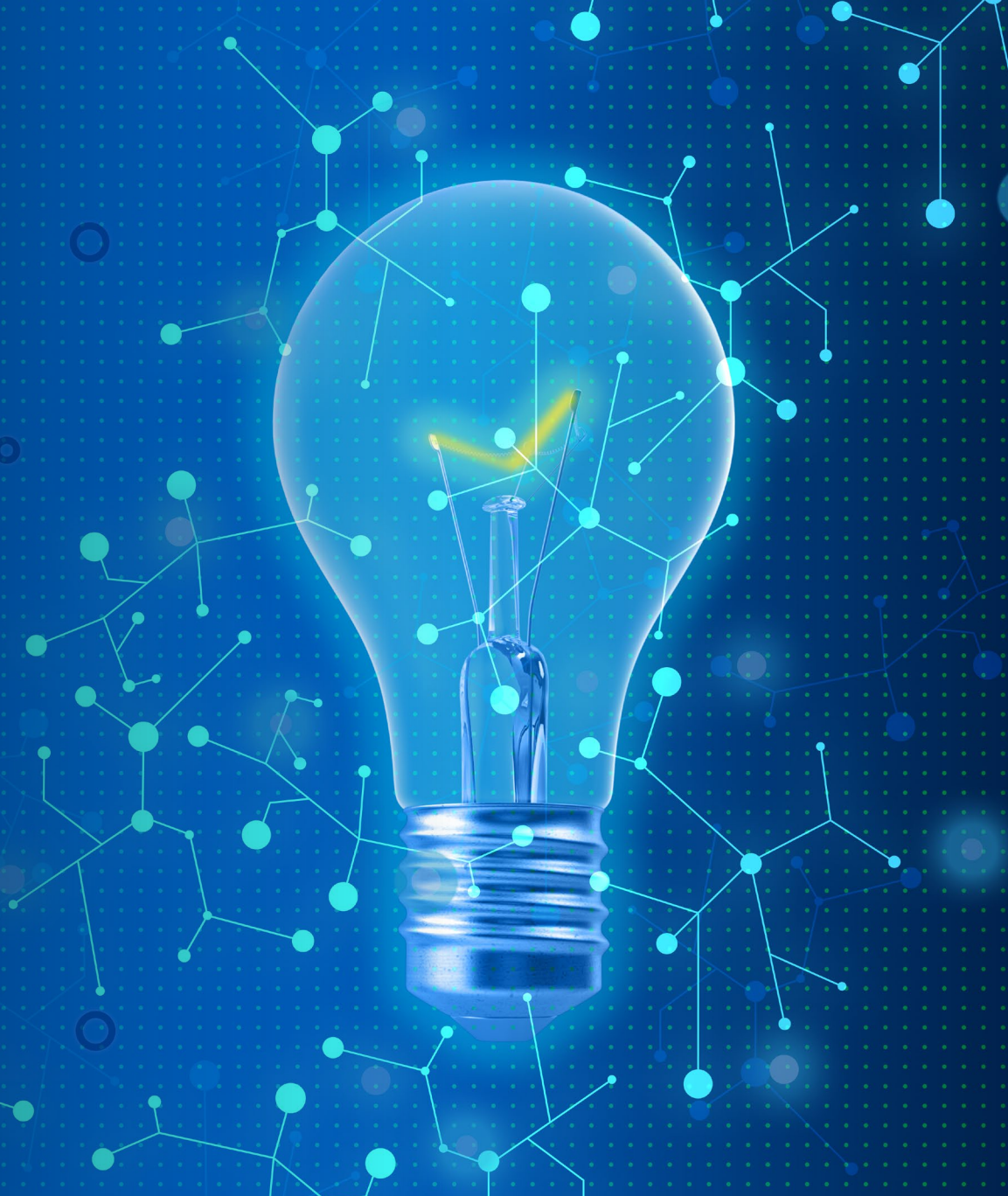




# Expertise

Identify the Most Complex Claims

- Risk Management Tools
- Outcomes-Based Networks
- Bill Review Findings Card
- Straight-Through Process Automation





# Focus

Manage Complex Claims to Better Outcomes

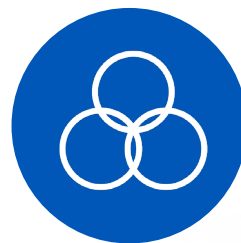
- Find the Right Provider
- Involve Clinical Resources
- Manage the Information







# THE PARETO PRINCIPLE



**Connectivity**



**Expertise**



**Focus**