



NATIONAL WORKERS
COMPENSATION
AND DISABILITY
CONFERENCE

A Disruptive Year for Worker's Comp

Insights from the 2020-21 Industry Survey

March 10, 2021

Today's Speakers



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Healthsystems



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Acclamation Insurance
Management Services (AIMS)



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AVP, Advocacy & Compliance
Healthsystems

The 2020-21 Workers' Comp Industry Insights Survey

The Approach





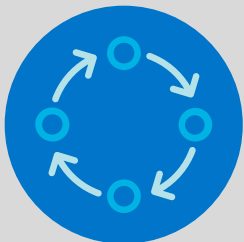
History

- Collaboration with Risk & Insurance Magazine
- First survey conducted in Q4 2018 and published in 2019



Goal

- To better understand trends, challenges, innovations, and outstanding needs regarding workers' comp medical care



Methodology

- Traditionally hybrid of live survey and National Comp and online
- 2020 survey conducted entirely online
- Telephone follow-up interviews conducted with participant volunteers

The 2020-21 Workers' Comp Industry Insights Survey

Demographics



Workers' Comp Industry Insights Survey:

2020-21 DEMOGRAPHICS

ORGANIZATION TYPE

Employer	18%
State/Government Agency	13%
Insurance Carrier	11%
Healthcare Provider	10%
Third Party Administrator	8%
Brokerage	8%
Managed Care Organization	6%
Consultancy	7%
Law Firm	4%
Other	15%

602
Total
Participants

PROFESSIONAL ROLE

19%	Executive Leadership
17%	Claims Leadership
14%	Risk Management
9%	Broker/Agent
6%	Clinical Case Management
6%	Claims Professional/Adjustor
6%	Medical Program Management
5%	Legal/Regulatory
5%	Healthcare Provider
1%	Procurement
12%	Other

Workers' Comp Industry Insights Survey:

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**COVID will forever
change the way we
communicate.”**

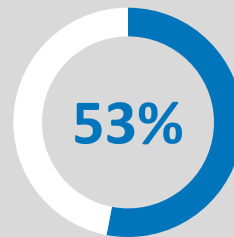
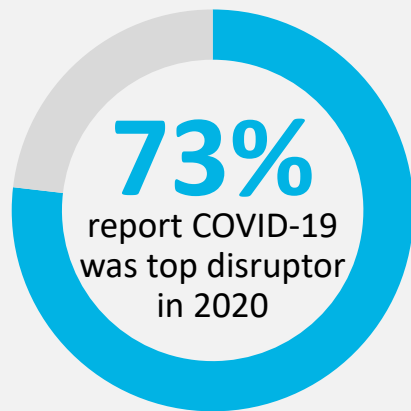
*Claims Leadership
Insurance Carrier*

Key Results: COVID 19

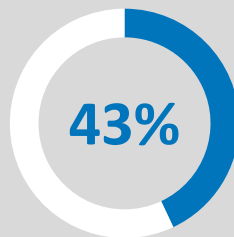


Workers' Comp Industry
Insights Survey:
KEY FINDINGS

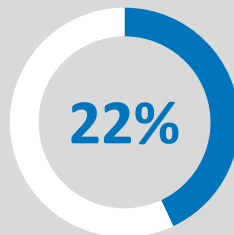
COVID-19 Top Disruptor



report changing to a
remote workforce

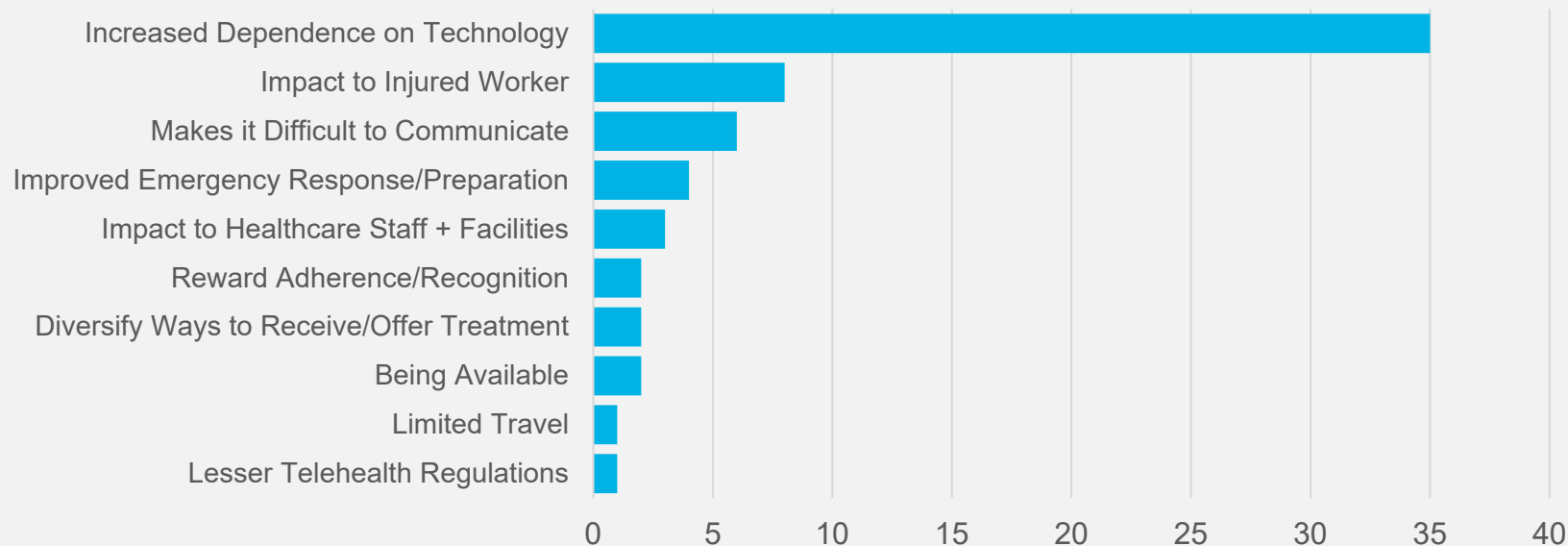


report COVID-19 was barrier
to communication



report access to care a
major disruption

COVID-19 Long-Term Impact to Effective Communication



A Disruptive Year for Workers' Comp

What are some major impacts the COVID-19 pandemic has had on our industry?

Were some more expected than others?





We'll continue to see telemedicine post-COVID because as people and employers become more adaptive to using it, they'll see that their employees will have to take less time away from work for doctor visits."

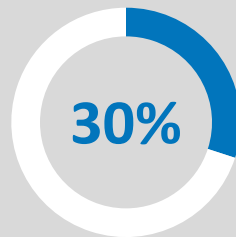
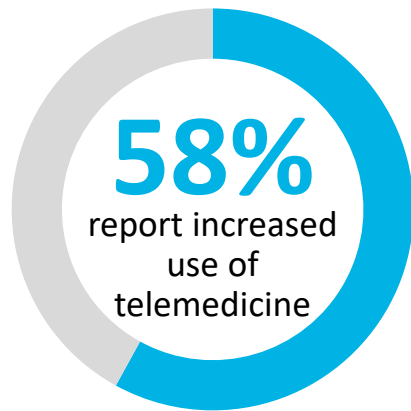
*Claims Leadership
Insurance Carrier*

Key Results: Telemedicine

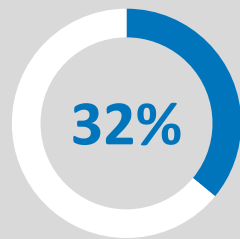


Workers' Comp Industry
Insights Survey:
KEY FINDINGS

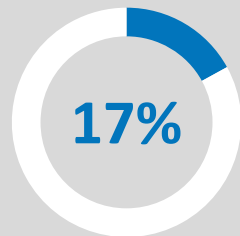
Telemedicine



report increased use of
tele-rehab



reported used more video
case management meetings



report greater use of virtual
behavioral therapy

Most important technical advances for next 3-5 years



Telemedicine



**Mobile
technologies**



**Predictive/
prescriptive analytics**



**Wearables/
digital medicine**



**Interoperability between
disparate systems**

A Disruptive Year for Workers' Comp

Do you think that telemedicine is here to stay in workers' comp?

Why or why not?



“

Having an open line of communication between all parties is the best and most effective way to create an environment that makes the injured worker feel comfortable as they're navigating.”

*Medical Program Manager
TPA*

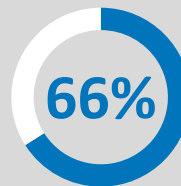
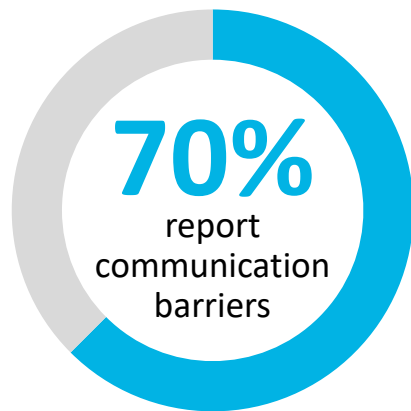
Key Results: Communication



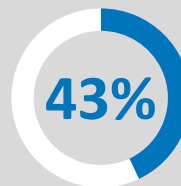
Workers' Comp Industry Insights Survey:

KEY FINDINGS

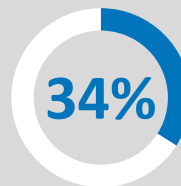
Communication Concerns



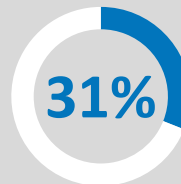
report type of communication
channel as top barrier



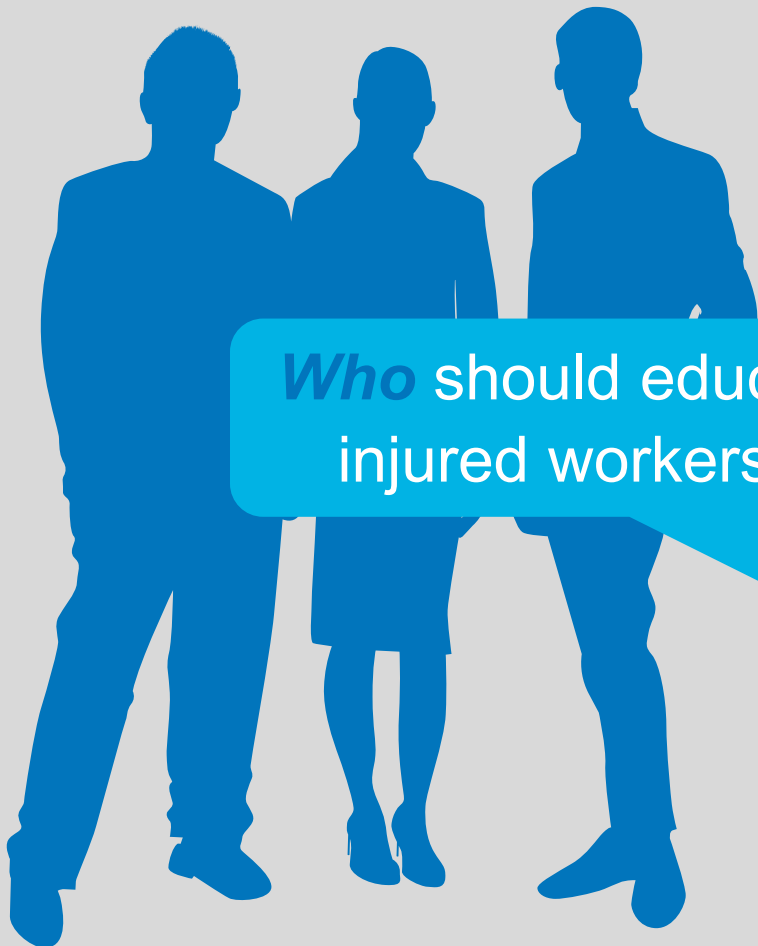
report stakeholders not
communicating with one another



indicated that effective care
coordination is a barrier to recovery



report difficulty obtaining
information



Who should educate
injured workers?

1 barrier to recovery =
injured workers' unfamiliarity with
work comp system



50% of
claims leaders
say *adjusters*



50% of
executive leaders say
healthcare providers

A Disruptive Year for Workers' Comp

Do you agree that communication and care coordination in workers' comp need improvement?

If so, do you have ideas on how to improve the process?





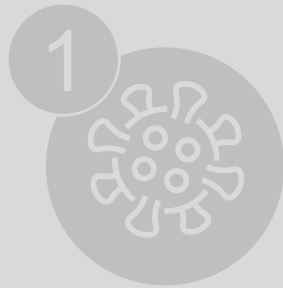
Comorbidities are my biggest nightmare, because it can make an injury that happens at work become degenerative.”

*Risk Management
Employer*

Key Results: Comorbidities



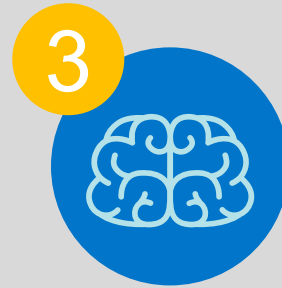
2 and 3 Disruptors after COVID-19



COVID



Psychosocial
Factors



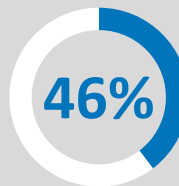
Mental/Behavioral
Health

Workers' Comp Industry
Insights Survey:
KEY FINDINGS

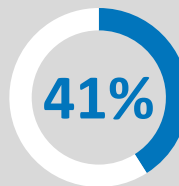
Comorbidities Cause Complexities



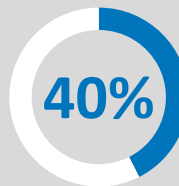
want more visibility into
patient medical history



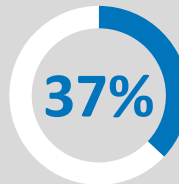
consider psychosocial factors an
early warning sign of complex claim



say comorbidities are concerning
claim complexity



say mental health conditions are
concerning sign of complex claim



say comorbidities are barrier to
recovery

A Disruptive Year for Workers' Comp

What are your thoughts on how we should be dealing with comorbidities – physical or mental – in workers' comp?



Thank You

For more details on the 2021 Workers' Comp Industry Insights Survey Report, please go to www.Healthesystems.com/compsurvey2021

Questions for any of today's speakers can be emailed to:
communications@healthesystems.com