

Case Study: Form Data Synchronization for Provincial Workers' Compensation Board

Customer: Provincial Workers' Compensation Board

Industry: Insurance, Health

Services Provided: business analysis, solution design & solution architecture, development, QA, deployment, project management, application support & maintenance

Customer Profile: The Workers' Compensation Board administers the province's no-fault workplace insurance system for its province's workplaces. They provide medical coverage and wage loss benefits for workers injured on the job or contracting occupational diseases. For employers, the Board provides no-fault collective liability insurance and access to industry specific information about workplace fatalities, injuries, and illnesses. In 2012, the agency served over 4.2 million workers, 255,000 employers, registered over 195,000 claims, and issued \$2,664 million in payments to or on behalf of workers and families.

Business Need

This particular Workers' Compensation Board is committed to modernizing all key aspects of its business—delivering better claims management, better health care, and improved support for return to work. The Client needed to significantly improve the efficiencies for providing access to treatment to injured workers with the goal of expediting recovery, in this case, those in need of chiropractic treatment.

Members of a provincial chiropractic association were required to submit a *Health Professional Report Form* to the Board. The existing process required dual data entry—first in the chiropractic association's practice management system followed by data entry in yet another portal. The process was not only time consuming, but also error-prone. The agency needed to speed up services and improve data accuracy securely.

PCIS' Solution

PCIS custom-built integration middleware, as the agency required a reliable, stable, and supported solution that is secure and could integrate with its existing portal and claims management system. The integration software allows automated, instant submission of the *Health Professional Report Form* from the chiropractic association's practice management software, to the portal, and finally to the Board. This eliminated the need to input manual data twice as form data was synchronized between the two systems.

The Workers' Compensation Board's Results

The application reduces operation costs and yields efficiency gains for the Board. Launched in August 2013, PCIS' custom-developed solution eliminated the former process, which was both inefficient and error-prone. Staff are no longer required to enter data twice as the application synchronizes and automates this process. Forms can now be reviewed for accuracy and completion prior to submission with the integration engine's built-in validation functionality. Providers also have instant confirmation of form submission.

The solution ultimately benefits injured workers as they receive the services they require to return to a productive life sooner. The earlier an injured worker receives treatment, the sooner they are able to return to work.

Insurance premium payers are also positively impacted. Substantially reducing manual processes and improving the agency's operational efficiencies will help contain costs and insurance premiums.

Continued Success

The solution is currently being rolled out across the province's chiropractic association member clinics and the initial launch has yielded countless form submissions to date. With the Board's commitment "to introduce enhanced programs and new technology to deliver even better value to workers and employers", there are plans to repurpose the solution for other required forms.

"The PCIS team is an instrumental partner. Relying on their expertise for business analysis, design, development, project management and support services, we delivered a high-valued solution that serves the needs of multiple stakeholders in the insurance and health sectors. We look forward to building a deeper relationship with PCIS."

Dan Polomark, Senior Director – Solutions Consulting, TELUS Health Solutions

Other selected clients:

