

## Case Study: Custom Provider Portal 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 is the exclusive workers' compensation insurer of the province, covering more than 200,000 registered employers and 2.3 million workers. In addition to administering claims for work-related injury, illness, and disease, the agency is also responsible for prevention, conducting workplace inspections and investigations of work-related injuries and fatalities. In the event of work-related injuries or diseases, the agency works with the affected parties to provide return-to-work rehabilitation, compensation, health care benefits, and other services.

### Business Need

The Client needed to significantly improve the efficiencies for referring injured workers to the most appropriate health care provider for treatment. The key metric was to ensure that injured workers were receiving proper treatment expedite recovery. The insurer made 30,000 to 35,000 referrals every year—a volume that strained their manual processes. This resulted in delays that negatively impacted health care providers, case management teams, injured workers, and taxpayers.

To streamline claims, the agency needed to reduce manual handling of referrals, invoices, and reports. They also needed to speed up services and enhance the security of confidential claims information, improve data accuracy, and reduce their environmental footprint.

### PCIS' Solution

PCIS worked with a leading solution partner, TELUS Health Solutions, to build a custom Provider Portal, as the Board required a reliable, stable, and supported platform that is scalable, secure, and could integrate with its existing claims management system.

Experienced in solving unique and complex business challenges, PCIS' team clearly understood the objectives of key stakeholders among the Board, health care providers, and injured workers. This led to building a Provider Portal that enabled the referral time for claimants to health care providers reduced from several days to hours or less.

The Provider Portal is the first solution where a third-party organization has integrated with the provincial government's federated identity service. Using this service allows for delegation of user management, such as registration and password management, to a trusted third party. The federated identity service verifies the identity of the individual during the registration process as assurance to the Board.

It is mandatory for health care providers to be registered with a federated identity for the Provider Portal. This enables the system to identify the user securely and efficiently facilitate information exchange between the health care provider and the insurer, while streamlining operations for both parties.

The data captured between health care providers and the agency becomes part of the document management system for effective claims handling:

- Injured workers' personal information
- Provider contact information
- Claim owner contact information
- Claim details
- Worker information
- Injury information includes the mechanism of the injury, eligibility status, effective date, and other relevant information to assist the health care provider in effectively treat the injured worker
- Summary and history of claim

The captured data is integrated into the main claims management system, providing information for injured workers, employers, and insurance staff on claim details. Such details include correspondence, claim decisions, payment information, and return-to-work dates.

### The Workers' Compensation Board's Results

The Provider Portal reduces claims operation costs and yields efficiency gains:

- Case management teams no longer have to create referrals as the Provider Portal automates this process. Case managers experience earlier access to treatment reports and fewer phone inquiries from providers regarding claims status.
- Payment staff have benefited as providers now transmit their invoices electronically and can query the status of payments online. This has resulted in fewer phone inquiries for payment officers. The portal's built-in validation functionality also ensures improved accuracy of invoicing.
- Registration staff work load has also been reduced and the need for temporary staffing positions has decreased

The Provider Portal ultimately benefits health care providers, injured workers, and insurance premium payers:

- Health care providers – The portal is open for business 24/7, providing online referral, invoicing, and reporting functionalities. Automation of referrals improves the distribution of work among providers, while ensuring the travel time of injured workers is minimized. Providers are able to receive efficient referrals to treat injured workers, submit clinical reporting electronically, submit and review invoices electronically, and run payment queries.
- Injured workers – Reducing the time to referral from an average of 1 or 2 days to a matter of hours means injured workers 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.

Before the electronic portal was launched in August 2011, as example, for cases requiring extended care programs, the care life cycle could take an average of 94 days from point of decision to refer and his/her return to work. Under the new system, that average off-work period is expected to reduce by three weeks, producing a considerable saving for the agency who in 2011, paid out \$1.6 billion in worker benefits/claims costs.

"With this portal available to businesses, injured workers in need of treatment will receive the services they require sooner. In fact, we saw improvement right from the start with some worker appointments being scheduled within hours of the referral's completion."

"Building the portal has been a two-year collaborative effort between our internal team, health care providers, and our partners. We relied on our experts' advice."

*Health Care Services Director, Provincial Workers' Compensation Board*

#### Other selected clients:

