

**Welcome to CCCSIG!**  
**Claims Coordinator Workshop**  
*September 21, 2017*

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## **WORKSHOP HIGHLIGHTS**

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- Company Nurse and Telemedicine
- CCCSIG Return-to-Work Program
- General Workers' Compensation Updates

# INTRODUCTION

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- Contra Costa County Schools Insurance Group (CCCSIG) implemented the Company Nurse Workplace Injury Reporting Hotline Program in 2007 for our member districts
- With the advancements in technology, it is now possible for quality Physicians trained in workers' compensation to provide medical and work ability assessments, diagnosis and treatment plans, for certain types of injuries occurring in the workplace
- Starting in October as part of the Company Nurse Medical Triage process, the Triage Nurse will offer employees who require medical treatment, the option to be 'seen' by a Physician through Telemedicine, if the injury qualifies
- The following information will explain how a Telemed visit will work and highlights the many benefits to employees to consider this treatment option

## INITIAL VIDEO PHYSICIAN VISIT AVAILABLE FOR REFERRAL

- In partnership with **Concentra Telemed**, first product designed for workers' compensation
- Board certified physicians trained in occupational medicine
- Access via your mobile device, tablet or computer within 15 minutes of referral by hotline triage nurse
- Available 7am-11pm PST, 7 days/week and will be 24/7 by September 2017
- As secure as an in-office visit
- Diagnostic referrals and prescriptions electronically sent to workers' compensation claims adjuster and/or preferred pharmacy based on preset up instructions with Concentra
- Injured worker receives a visit summary and work status report via email
- Work status reports can be sent to appropriate supervisors, adjusters, etc. based on preset up account with Concentra

# HOW IT WORKS



Patient is injured at work and calls nurse triage

1



Nurse offers telemedicine option and emails/texts access instructions to injured worker and sends report to [Telemed@concentra.com](mailto:Telemed@concentra.com)

2



Patient uses directions to register with Concentra Telemed via website or mobile app. Concentra Care Coordinator calls if patient doesn't appear within 30 minutes.

3



Doctor reviews patient information and conducts patient visit, including evaluation, diagnosis, and treatment

6



After Care Coordinator completes intake with patient, patient is transferred to the doctor for assessment and treatment

5



Care Coordinator uses nurse triage report to begin patient check in – thereby reducing data intake when patient presents on Concentra Telemed

4



Patient visit ends with the doctor if care is completed OR patient will be reconnected with Care Coordinator

7



Care Coordinator conducts patient check out - reviewing restrictions and scheduling any required follow-ups

8



After visit, patient receives paperwork via secure email. Employer/Payor receive reports as outlined in current account instructions.

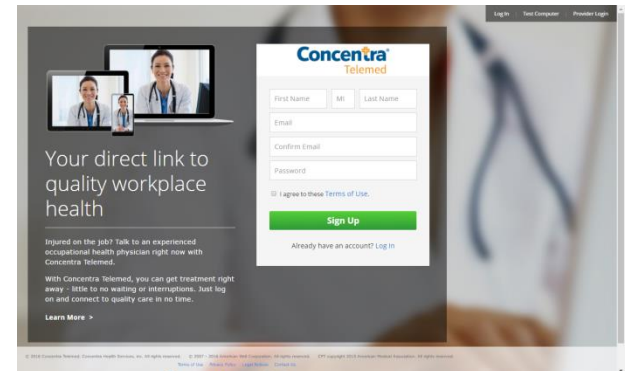
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# ACCESS OPTIONS

- Desktop or Laptop
  - [www.concentratelemed.com](http://www.concentratelemed.com)
- Tablet or Smartphone
  - Apple Appstore, Google Play
- Web camera and video capability required
- Wi-Fi connection recommended

Note: If employee is having difficulties accessing application:

- (1) Concentra Care Coordinator will reach out directly to employee if not logged in to visit within 30 minutes of referral;
- or (2) employee may call back to Company Nurse for re-referral to physical clinic.



## **INJURIES APPROPRIATE FOR TELEMEDICINE VISIT**

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- Grade I and II Upper and Lower extremity strains/sprains
- First degree burns
- Back strains/sprains – without significant limitations
- Neck strains/sprains – without significant limitations
- Contusions – without deformity
- Abrasions – partial thickness
- Contact occupational dermatitis (rashes)
- Tendonitis/Repetitive Use Injuries

## **BENEFITS OF A TELEMEDICINE VISIT**

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- Convenience
  - ✓ *No transportation necessary*
- Cost-savings
  - ✓ *Productivity increases*
- Access of Care
  - ✓ *See doctor at home, at work, on the road*
- Continuity of Care
  - ✓ *Proper care with minimal delay*
- Treatment Right Away
  - ✓ *Minimal wait, no interruptions*
- Privacy is a Priority
  - ✓ *Advanced security software to protect information*



## **WATCH THE VIDEO**

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*For more information on what to expect from your telemedicine visit, [click here](#).*

## PILOT DISTRICTS

*CCCSIG thanks Pittsburg and West Contra Costa Unified School Districts for participating in piloting Telemedicine in August and September.*



## **CCCSIG RETURN-TO-WORK PROGRAM**

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- CCCSIG utilizes a program known as the OUR System (Optimum Utilization of Resources) designed for districts/sites to temporarily provide a work assignment to permanent employees who have a work-related injury
- The OUR System is a systematic method of returning an employee to full productivity by a predetermined plan that bridges the employee back to their regular job duties after an injury
- The district has clear guidelines to gradually move the employee through varying levels of “assignments” based on the physician’s determination of the employee’s physical capabilities

## **CCCSIG RETURN-TO-WORK PROGRAM**

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- After each Physician visit, CCCSIG receives the Work Status Report
- If the Employee is released with Work Restrictions, CCCSIG will email the District Claims Coordinator the Work Restrictions and Temporary Work Assignments that the Employee is able to perform
- The District Claims Coordinator works with the Site Supervisor and Human Resources (as needed) to determine the Employee's return-to-work status and advises CCCSIG by completing/returning the email form

[\*\*\*Return to Work Process for District Claims Coordinators\*\*\*](#)

## **WORKERS' COMPENSATION UPDATE/REMINDER**

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- Temporary Total Disability Rates for 2018:
  - *Minimum TTD rate will increase from \$175.88 to \$182.29 per week*
  - *Maximum TTD rate will increase from \$1,172.57 to \$1,215.27 per week*
- Individual District Claims Coordinator Meetings
- Case Status Reviews for Claims Coordinators
- Settlements – Global and CalSTRS Off-Sets
- Technology Updates/Changes