WE'RE PASSIONATE ABOUT HELPING CLIENTS AND INJURED WORKERS

Our adjusters are advocates for injured workers and clients. It's all too easy for adjusters to see themselves as gatekeepers, whose main job is to save the employer money. At York, we believe everyone benefits when adjusters are not gatekeepers, but gateways.

We believe our job is to provide access – to be the gateway – to the right treatment and the right provider. We have a duty to share information that helps employers and employees alike understand and navigate the sometimes confusing workers’ compensation system.

Most importantly, our adjusters are committed to working with employers, providers and employees to get injured workers back to health and back to work as fast as possible.

That means that as we advocate for the injured worker, we are also serve as advocates for our clients. Getting an injured worker the right treatment at the right time helps them recover and return to work faster. Medical costs are reduced. Claim durations are shortened. The impact of employee injuries on a business is lessened. The total cost of risk goes down. It’s that simple.

At York, we love our customers and we are passionate about delivering the best experience and outcomes for you and your injured workers.

Avoiding the
Seven-Year Itch.

Building a Long-Term, Successful Relationship with Your TPA

Our June 2015 Perspectives featured an article by Jon Pease, Senior Vice President of Managed Care, in which he likened workers’ compensation programs to weddings and talked about “Things to Consider Before Saying ‘I Do’ to a TPA.” Based on his own recent experiences with his daughter’s wedding, Jon stressed the benefits of working with an experienced team who can seamlessly integrate a wide array of services to deliver an outstanding experience for all involved. As wedding season once again approaches, we thought we’d revisit the wedding theme – and take a look at the relationships that follow. After all, “they rode off into the sunset” only gets the happy couple to the end of their first day, and good relationships are about making things work for years.

Think about some of the things that make a marriage work – passion, keeping things fresh, mutual respect, shared values and goals, and good communication. Don’t these apply to your relationship with your TPA? And just like in a marriage, it’s important to avoid the “seven year itch.” At York Public Entity, we’re in it for the long run and want to share some thoughts on how we’re “keeping the love alive.”
KEEPING THINGS FRESH
This year, to keep things “fresh” we are expanding TeamComp to include alerts for subrogation, fraud and closure. As you know from some of our previous Perspectives, we’ve been focused on helping our clients fight fraud for many years and in 2015 hit the milestone of recovering more than $1M in Southern California alone, with the statewide total reaching more than $1.5M. These recoveries were associated with 91 successful prosecutions and convictions. We do a pretty good job finding and pursuing subrogation opportunities and finding claims that are ready to close, as well. TeamComp will simply help us find any opportunities we may have missed or find them faster, which can be critical when it comes to preserving evidence for subrogation and in closing claims as quickly as possible. Best of all, the TeamComp analytics are free...just something we provide because we love our customers.

MUTUAL RESPECT
We know claims and managed care. You know your employees, your agency, and your many stakeholders and constituents. When we recognize, respect and appreciate what each of us brings to the relationship, we can work together better and deliver the claims and risk management program you want and deserve. Respect also means being honest. If there’s something we can do better, we want you to let us know. We are committed to delivering the best claims and risk management program we can, and we welcome your feedback.

GOOD COMMUNICATION
A consistent, open dialog is essential to any successful, long-lasting relationship. We talk with our clients regularly and meet for everything from file reviews to stewardship reporting and from training sessions to meetings where we discuss opportunities to improve your program. When we find trends that indicate areas where you can proactively intervene to prevent claims or manage risk we make sure to share these with you. We also analyze your overall program to find ways that York can improve the service we provide. And, of course, we welcome your phone calls at any time to give us feedback on what we can do better.

Our goal is to make communication as easy as possible, so we offer lots of ways to share information. For injured workers, we have a mobile app. The app allows injured workers to track their workers’ compensation claim, get updates, receive notifications when payments are available and get direct on-the-go access to their information on their phone or mobile device. The app can also deliver health tips that are customized to specific injuries.

For our clients, we have FOCUS, our risk management information system. FOCUS’ powerful, yet easy-to-use customer interface lets you instantly transform volumes of data into useful information that can be understood at a glance. Dashboards, graphical information, analytics and reports let you monitor and measure the key performance indicators that matter to you.
We even offer customized data capture: claims, exposure, payroll, location. Risk doesn’t stop when the work day ends, so FOCUS lets you access your data 24/7. Because FOCUS is optimized for tablets and mobile devices, you can access your data when and where you want and get your custom reports delivered to you automatically. For those who are not inclined to “dive into the data,” your account executive can help set up reports and schedule monthly reports that meet your needs.

To ensure that our conversations always help build a stronger relationship, we’ll also share some of the things you can do to help us. Sometimes it’s expediting a response to an adjuster question, or committing the time to put a transitional duty job in place so we can get an injured worker back to work faster. It may be sitting down to work through the issues or obstacles to getting a particular claim resolved.

REWRITING OUR VOWS
One approach to fighting the “Seven Year Itch” is to have couples restate their vows every seven years. We’ve shared some of said that what works for couples can work for clients and their TPA, so we’d love to hear from you. What vows would you like to renew with York to build on a solid foundation for a long-lasting, happy relationship? Let us know and we’ll share them in next month’s Perspectives.

We’ll start the list, we promise to:
• Make time for you…when you need to meet to discuss a big issue or chat for 5 minutes to get a quick answer to a question.
• Be good stewards of your program
• Be innovative and develop creative solutions
• Anticipate your needs
• Treat your employees and citizens with dignity and respect
• Be mindful of your core mission and values

SEND US YOUR SUGGESTIONS
Email your suggestions to info.marketing@yorkrsg.com and we’ll publish the top suggestions in our next Perspectives.