



ADR for Workers' Compensation the New Paradigm

PARMA Conference Session
February 14, 2018 @ 4:00 pm

Agenda Review

- Why do this type of program?
- How does it works?
- What does it take to create one?
- Results

Introductions

Wendy Silva - Director of Human Resources – City of Madera

Patrice Hildreth - Administrative Services Director - City of Porterville

John Ferrone, Esq. - Adams, Ferrone & Ferrone

Lynn Cavalcanti - Sr. VP Operations – AIMS

The Why?

- Is the statutory system working?
 - Delays created by current processes
 - Overtime issues/extended disability periods
 - Dispute resolution via Qualified Medical Evaluation & Independent Medical Review process
- Statutory system creates conflict

Issues Raised by Union

- Treatment delays extend disability
- Unclear pathway to specialists
- Treatment options post UR denial
- Notices confusing/difficult to process
- Adversarial process

Issues Raised by Employer

- Treatment scheduling delays
- Information about modified duty/return to work status
- Information about retirement status
- Litigation impacting cost of claim

The How?

- Conversation creates the components
 - Ease of dispute resolution
 - Create evaluation process for medical disputes (85%) of all conflicts arise from this area
 - Ease of treatment pathways
 - Create panel of first care & specialty physicians
 - Legal disputes resolved via Mediation
 - Reduction in litigation costs

The What?

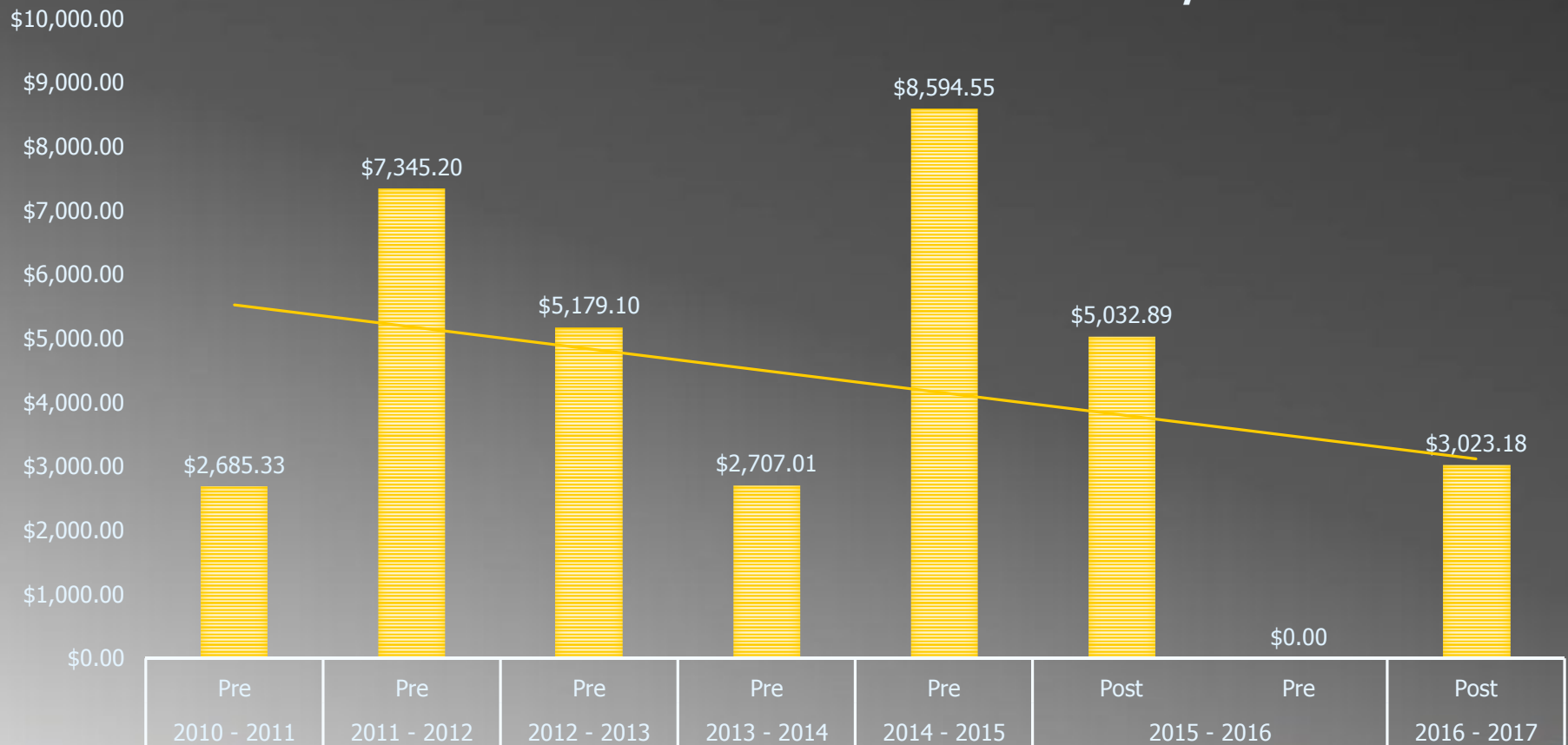
- Buy in with decision makers at Employer level
- Invite to Unions
 - Information shared about process & program
- Unions file Petition to Negotiate with State
- Meetings scheduled to discuss system pain-points
- MOU created/presented/approved

Results

- Determine at program start what is important
 - Treatment delays removed
 - Decision delays removed
 - Increased communication with Union to prevent litigation
 - Reduction in disability related benefits (lost work days/overtime)

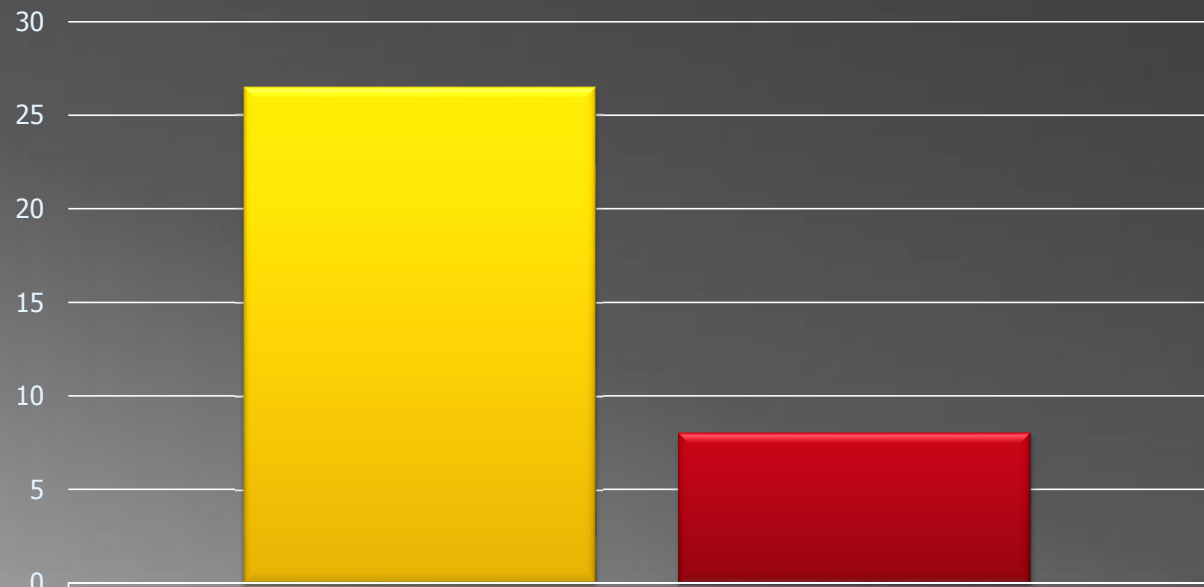
Actual Results from Panel

CITY OF PORTERVILLE AVERAGE TTD/4850 PAID



Actual Results from Panel

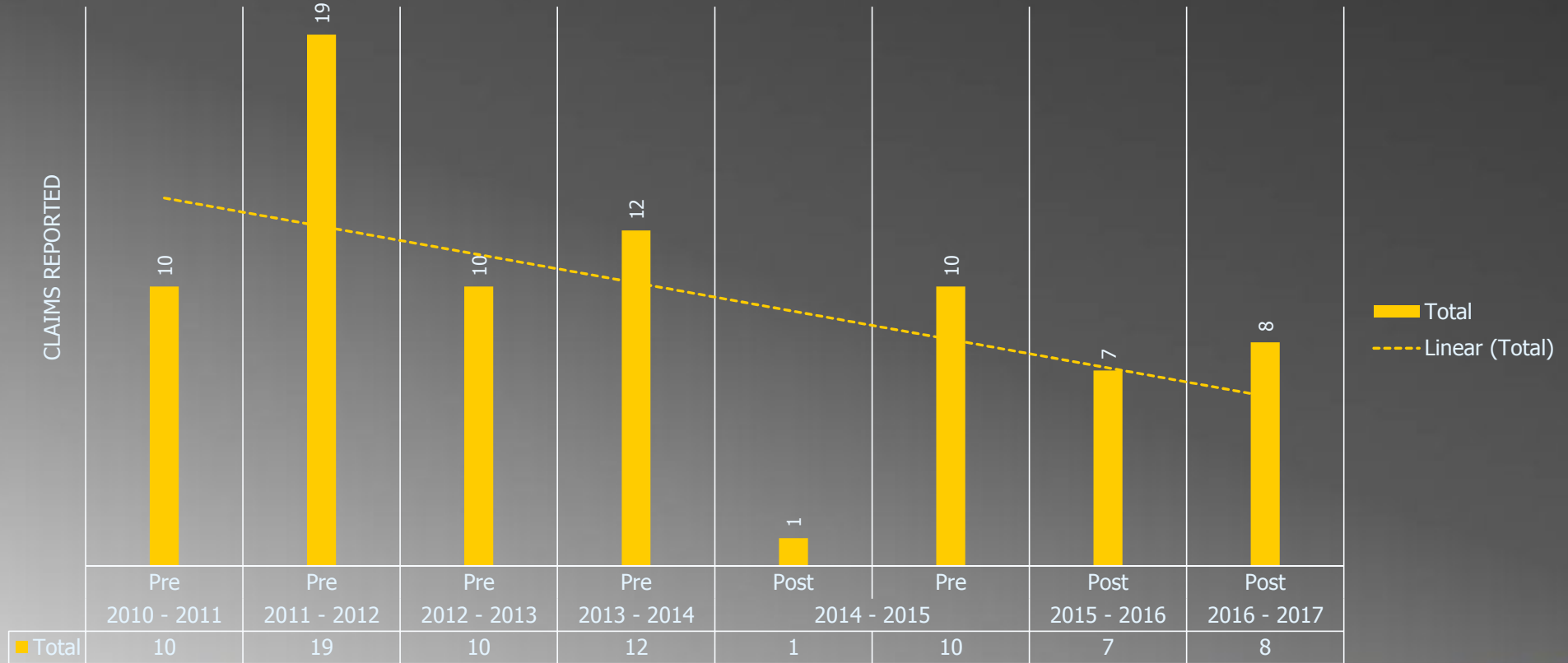
City of Porterville Lag Time For Appointments & Reports Received



	Post 2016 - 2017
■ Average AOE / MMI Rqust Dt to Appt Dt Lag	26.5
■ Average AOE / MMI Rpt rcvd Dt to appt dt lag	8

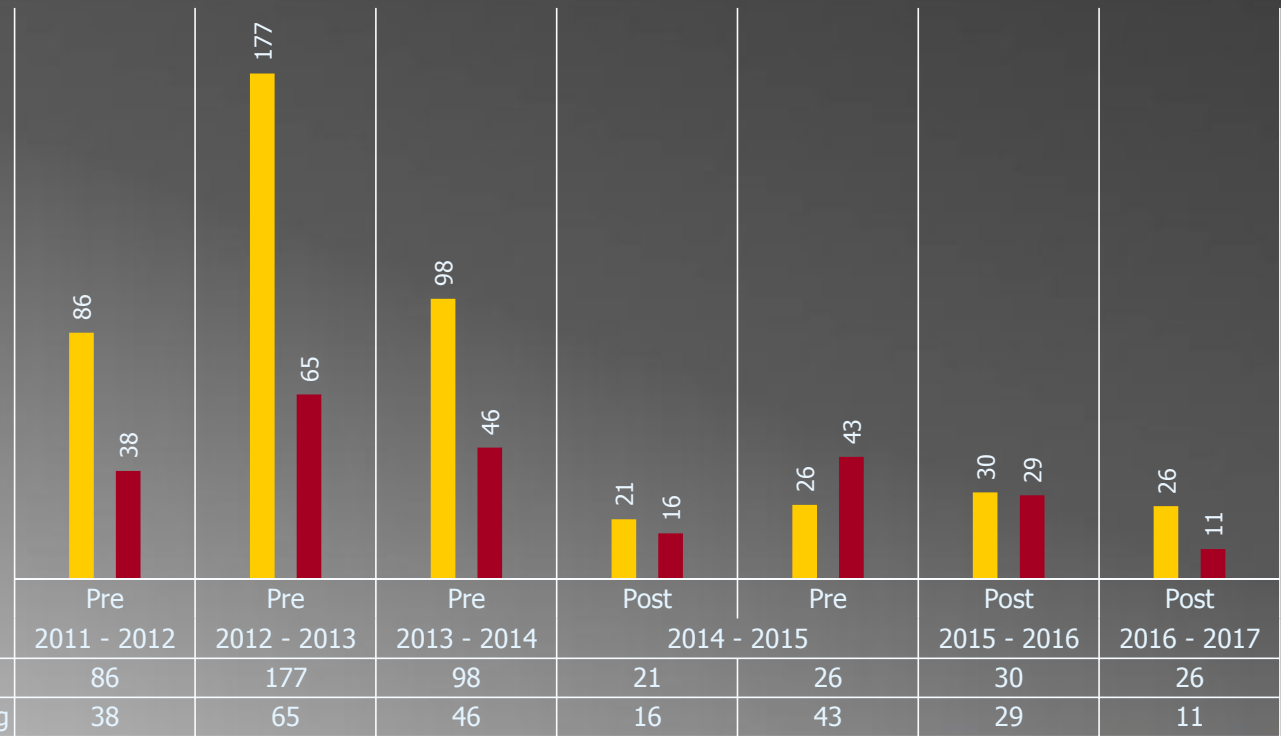
Actual Results from Panel

CITY OF MADERA NEWLY REPORTED CLAIMS



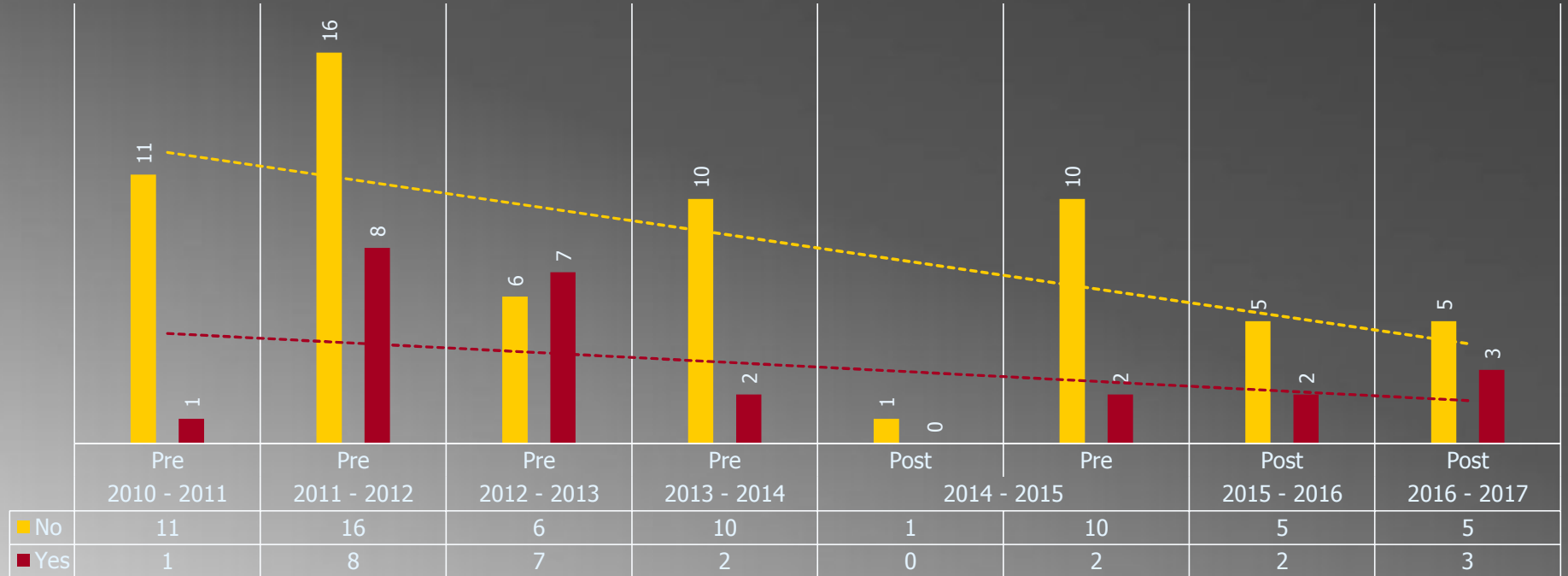
Actual Results from Panel

CITY OF MADERA MEDICAL REPORTING LAG TIME



Actual Results from Panel

CITY OF MADERA LITIGATION INFORMATION



Other Reported Results

- Orange County Fire Authority (Human Resources Committee Meeting 2015)
 - Reports \$592,000 in overtime savings
- City of Huntington Beach (2015 Program Report)
 - AOE/COE final determinations made in less than 90 days
 - Claim settlements lag time reduced by 50%

Questions?

Thank You for Attending!