

The *INNOVATOR*

An MC Innovations
Publication

Special points
of interest:

> FY21 Metrics

> **UPDATED**
Toolbox Talks
available

> Strategies for
teleworking

> Coding COVID
related claims

Fiscal Year 2021 - First Quarter Results

With another quarter on the books, here's a look back at some of the highlights through the first quarter of fiscal year 2021.

Key Program Updates

- ◆ **Forms/Letters** – Benefit Coordinators now have the capability of emailing various letters and forms to agency contacts and injured workers. This is especially useful as many continue to telework.
- ◆ **Toolbox Talks** - Created and published six Safety Toolbox Talks. These and more can be found at <https://covwc.com/loss-control/loss-control/>
- ◆ **FOCUS Safety Training** - Delivered 15 FOCUS training sessions to various agencies.
- ◆ **ACH Payment to Medical Providers** – As you know the program now has the ability to both receive and pay medical providers electronically. 549 providers are registered directly with clearinghouse WorkComp EDI.
- ◆ **Developed a NEW injured worker benefit package** – Injured workers now receive a new and updated benefit package explaining the program, benefits and various other workers' compensation information on newly submitted compensable medical only and lost time claims.

Key Metrics

With the close of another quarter comes the analysis of various key program metrics. The table below compares first quarter 2021 to the first quarters of FY18-20.

Metric	Q1FY18	Q1FY19	Q1FY20	Q1FY21
Total Open Inventory	3,743	3,444	3,209	2,834
Indemnity	2,482	2,337	2,189	2,011
Medical Only	1,261	1,107	1,020	823
# Claims Received	1,806	1,798	1,910	1,418
Indemnity	116	142	132	111
Medical Only	909	783	916	653
Record Only	781	873	862	654
Closing Ratio	98.7%	101.2%	99.9%	100.5%
# Compensability Decisions	1,022	1,028	1,070	822
Ave Compensability Lagtime (days)	17	11	8	13
# Medical Bills Adjudicated	12,259	13,010	13,290	12,118
\$ Medical Bills Paid (in millions)	\$8.53	\$7.50	\$6.61	\$6.75
Cost Avoidance (in millions)	\$3.37	\$4.80	\$4.70	\$4.64
Ave Medical Bill Turnaround Time (days)	8	8	13	7

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MCI Program Essential Employees

The MC Innovations program is fortunate to have a special group of employees that have always been the backbone of the program; and while we have always appreciated their contributions to the success of the program, those contributions have certainly been amplified during COVID and our modified work environment. When most of the team moved to working remotely, this group continued coming in the office to perform essential tasks and activities that could not be done remotely.



LaShell Lawson

LaShell is the program's Fiscal & Clerical Supervisor. LaShell is one of the program's longest-tenured employees. She has been with the program for 26 years serving in various capacities! She is instrumental in leading the team that processes and scans all of the program's mail. She is also involved with many of the fiscal aspects of the program.

LaShell enjoys the many hats she has worn and continues to wear for the program. She enjoys leading a group of employees that keep her smiling and laughing even during stressful times.

When asked what being an essential employee during the COVID pandemic has been like she noted, "It's been busy, but I am enjoying helping out my co-workers who are working from home. I want to make sure the job gets done, no matter the circumstances."

#FunFact:

I am kind of crafty, especially during the holidays. One year, I made the majority of my Christmas tree ornaments.

Peggy Wash:

Peggy is the cheerful voice you hear when calling into the MCI program. She has been with the program for 10 years. She loves helping injured workers and providers get answers to their questions and assisting her team as needed.

When asked what being an essential employee during the COVID pandemic has been like she commented, "Though it's stressful to think of potentially being exposed to the virus, I realize the significance of a personal connection when customers call MCI for important information."



#FunFact:

I wanted to own my own bakery.

(Essential Employees-continued from page 2)

Katrina McKnight:

Katrina has been with the program for 16 years and is currently in the role of Clerical Support for the program. She enjoys the people she has worked with on the program.

When asked what being an essential employee during the COVID pandemic has been like she stated, "A little scary, but I enjoy it because it means I am not at home staring at the same four walls; but there are days I wish I could stay in bed a few more minutes before rolling out and turning on my computer."

#FunFact:

Enjoys gambling for fun and especially enjoys playing Craps.

Meoshia Dumes:

Meoshia is the newest member of the team. After temping with the program several months, she joined us in a permanent capacity in October. She plays a critical role in processing program mail. She enjoys the teamwork and the busy nature of the position. "Being an essential employee has really been satisfying," says Meoshia. "It's a great feeling knowing that what I do is helping someone during the lockdown."

#FunFact:

Enjoys volleyball in her spare time.

Amy Ellis:

Amy has been in her position for 18 months. She provides all the copy work and organization and tabbing needed before files are sent to the Office of Attorney General or other parties to a claim. She enjoys being around her teammates and assembling documents. According to Amy, a positive to being an essential employee is traffic. "Traffic is awesome now that everyone else is at home working."

#FunFact:

Enjoys reading and going on long walks with her miniature schnauzer, Jango.

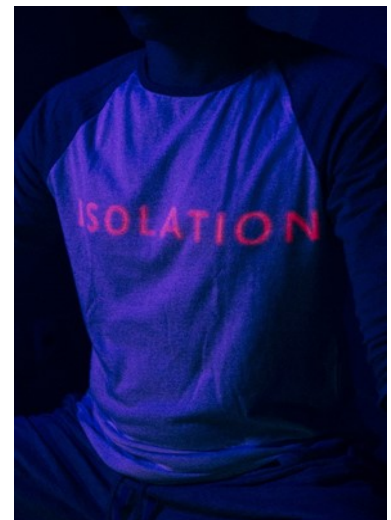
Tele-sanity, is it possible?

As part of managing the global coronavirus (COVID-19) pandemic, many of us have found ourselves in the new normal teleworking world: a socially isolated world filled with distractions, pets, young and old family members, everyday chores, smells, and activities we usually would not find in the workplace.

Without the typical workplace structure, we lose the ecosystem that allows physical interaction with friends and co-workers. The loss of physical interaction may cause the interruption of fellowship and personal relationships. There are so many adverse effects that social isolation can have on your mind and body. One of the reasons teleworking in isolation is difficult is because humans are social beings.

So how do we maintain our sanity, motivation, and productivity alone in our socially isolated tele-world?

Below is a list of some helpful techniques to sanely remain connected, motivated, productive, and engaged, while toiling in the tele-workplace. Although it may seem



(Tele-sanity-continued from page 3)

like common sense, they are a good reminder that we are under a heightened level of stress, boredom, and uncertainty.

Routines

Try to maintain the standard start of workday routines. Start each day as if you are getting ready to leave for work. Shower like usual, dress for work, have breakfast, coffee, or whatever your routine was before you started teleworking, keeping everything as usual minus the drive.

Home Office

Create a devoted area in your home for work. Make sure that, as much as possible, it is quiet, clean, and free from distractions. If possible, a room with a door to minimize noise from home and a window allowing natural light. Furnish it to your desire and taste. Make it a pleasant place to be. Make sure your workspace is organized so that you can find things quickly and not waste unnecessary time.

Stay Connected

Use instant messaging, computer technology, and mobile phones to keep a personal touch. You can easily become isolated and depressed from minimal contact with others; it is vital to remain in regular contact with others you work with daily. While electronic technology is a great way to help close the gap, do not go overboard and become a distraction to others.

Stay Focused

With all the possible distractions in a home environment, it is too easy to let your mind wander. Try to set priorities and goals, along with periods to accomplish your task so that you can remain focused. If you are a person who likes lists, make a written or electronic list to keep you on track.

Work Schedule and Breaks

Try to maintain your regular working hours. You can quickly find yourself working longer hours or different hours than you typically would if you don't. Remember to try to maintain a regular work schedule. If you are struggling with an assignment and find yourself "hitting the wall," take a break, think of something else and clear your mind. After you have let go of some of the frustration around that task, reach out to a co-worker or supervisor for assistance. Remember to take breaks, regardless of what you are working on, and from time to time get up and walk around. At least once a day check in with your co-workers like you usually would. Ask how things are going with them, make sure they are doing well, and inquire if you can do anything to help them.

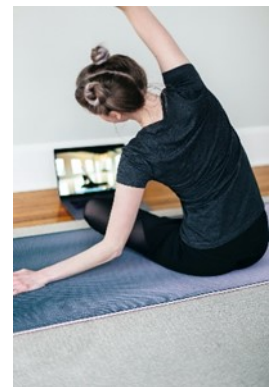
Exercise

One of the most problematic parts of teleworking is the reduced physical activity that occurs. There are no longer walks to lunch, office meetings, or to the breakroom, printer and co-workers' offices, or merely getting out of the house for your office commute. Finding the time to exercise and remain healthy is critical to ensure that you remain your best self. Try yoga, or a quick walk around the house, up the stairs, or around the neighborhood. When you find a routine that works, stick with it. Since a majority of your work activity can be in front of a computer, eyestrain is a significant problem. Remember the 20-20-20 rule. Every twenty minutes or so, quit looking at your computer screen and look at any item 20 feet away for a minimum of 20 seconds.

There are countless other tips to help you maintain your sanity in these insane times, which could go on and on. Hopefully, these tips will help get you through another teleworking day.



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Tips for Teamwork

Remember if you are reporting a claim related to the COVID pandemic to fully describe how the injury or illness occurred and to select the appropriate cause of injury and nature of injury or illness as noted below.

Nature and Cause of Accident

①	Describe fully how injury or illness occurred *	
②	Cause of injury	Pandemic - Includes disease epidemic that has spread across a large ▼
③	Nature of injury or illness	Coronavirus disease 2019 (COVID-19) is a respiratory disease causec ▼

The look and feel of the Provider Search Tool has changed! Continued access via the program's website at:

<https://covwc.com/> or directly at <https://www-lv.talispoint.com/careworks/>

Need help validating or establishing a panel? If so contact:

ClientServices@CareWorks.com or call (800) 734-4460 Option 1

Don't forget about the features within the Sedgwick Employer Accident Report Portal (also referred to as VLW) that allows Named Users to upload claim-related documents and photos and the addition of claim-related notes or annotations. Both features should save you time and reduce the number of emails and telephone calls through the timely sharing of information.

<p style="background-color: #ffffcc; padding: 2px;">Short Subject title</p>	<p style="text-align: center;">Add Annotation</p> <p>Subject <input type="text" value="Additional days out of work reported"/></p> <p>Annotation <input type="text" value="Mr. Smith reported that Mr Anderson was out of work last week due to his injury. he went to the doctor, but we have not received any medical note or further information. I called and left a message for Mr. Anderson."/></p> <p style="text-align: center;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p>	<p>Attachments</p> <p>File Size Limit: 100MB</p> <p style="background-color: #0070c0; color: white; padding: 5px; display: inline-block;">Add ...</p>
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