EXPANSION OF WORKERS' COMPENSATION PROGRAM
PROPOSAL TO ADD WORKERS' COMPENSATION STAFF

In the beginning of our program we had three employees, a director, an experienced claims examiner, and one inexperienced claims examiner. The caseload brought over from York was 309 claims. Within the first year we had a case inventory of 408 claims. As of January 1, 2014 we have 381 claims.

In October 2013, we had a need for a clerical assistant to process mail, scan documents, and file and serve medical records to defense and applicant attorney's.

Based on the CSAC-EIA claims handling guidelines, the supervisor of the claims staff should not have a caseload. Because of the size of our staff and experience level, we were unable to achieve this when we brought the program in-house. Having a supervisor with a caseload does not allow enough time to monitor the staff and program effectively. We are currently training our clerical person to be a medical-only claims examiner, and she continues to do the clerical work she was originally hired to do. As of January 1, 2014 we had 35 medical-only claims handled by Anita. Sarah, Andrew, and Lisa are considered indemnity examiners. Andrew has a caseload of 70 and Sarah now has a caseload of around 130. Sarah has Colusa, Del Norte and Lassen Counties. Andrew's caseload will increase over the next three months because additional claims from Lisa's caseload will be transferred to him, which belong to Trinity and Modoc Counties. We have been transferring claims to him in batches while he is becoming more familiar with handling indemnity claims. He currently receives all new reported claims from Alpine, Modoc, San Benito, Sierra, and Trinity Counties. Lisa's current caseload is 146. Of Lisa's caseload 127 claims belong to Plumas and Mono Counties. Both of these counties have claims prior to July 1, 2008, and some of the dates of injury go back to the 1980's. They have many different rules and regulations depending on the date of injury, which makes them more difficult to process. The ideal caseload for each indemnity examiner would be about 120. In our last fiscal year we averaged 21 new claims per month. As of January 1, 2014 we had 35 medical-only claims handled by Anita.

With the likelihood of bringing on new members and the high probability of new claims administration software we are in need of additional staffing to improve our work product, keep within our required time constraints, and provide better customer service to our Member Counties and claimants. We are also in need of backup personnel to be available to handle the workload when someone is out sick, on vacation, jury duty, or if we have someone that is out for an extended period of time due to illness.

My proposal is to add a position of a Senior Workers' Compensation Examiner. This examiner will work very closely with all claims staff and members. This position will enhance our claims operation and provide additional help within the office. Some of the immediate areas of need are as follows:

- Will take over the current caseload of the Director, which will allow for monitoring caseloads and claims more closely, timely supervisory file reviews, and time to complete administration duties.
- Backup to the Director when she is out-of-the office conducting trainings or attending work-related meetings.
- To approve pending checks and claim reserve changes when the Director is out-of-the office.
- To be a technical resource and provide in-house training for claims staff.
- Assist claims examiners in strategizing to move claims to resolution.
- Assist claims examiners with settlement workups and Medicare Setasides for the more complex cases.
- Attend file reviews with claims examiners in Member Counties
- Assist in the development in establishing relationships with medical providers in Member Counties.
- Will assist director with implementation of new claims administration software.
- Will handle the Mandatory Medicare Reporting and Electronic Data Integration reporting.
- Will assist director with in-house internal audits of claims processes to ensure we are meeting our regulatory requirements and deadlines.

- Will provide personnel backup when other examiners may be off work due to extended illness or vacations.
- Will help provide workers' compensation trainings to Member Counties.