

Office of Human Resources
Marjorie H. Adler, Chief Personnel Officer

**SUBJECT: RECOMMENDED CHANGES TO CURRENT WORKERS'
COMPENSATION CLAIMS ADMINISTRATION AND MANAGED CARE
PROGRAM**

**COMMITTEE: LEGISLATIVE RELATIONS, PUBLIC RELATIONS AND PERSONNEL
SERVICES**

Pursuant to Board authorization received at the Board meeting of March 12, 2003, Deloitte & Touche, LLP conducted the first year of a rolling three-year casualty claims audit, reviewing the Board's self-insured workers' compensation, general liability, automobile liability, and errors and omissions/professional liability insurance program.

The final audit, with recommendations, was presented to the Board's Audit Committee, at their meeting of October 14, 2003, at which time they voted to transmit the audit, with staff's responses. That information is being brought to the Board at this meeting as Agenda Item F-3.

Deloitte & Touche's audit recommendations include changing the current managed care arrangement provisions so that medical intervention occurs at the outset of a claim. Currently, the Board's contract with its managed care provider, Corvel, Inc., requires that nurse case managers get involved if an employee misses more than 10 days from work as a result of a work-related injury. Staff concurs with these recommendations, and feels they should be implemented as soon as possible to more adequately medically manage these cases, which will result in savings of claims costs.

Details regarding this Board item, including recommended changes to the Board's claims management and managed care processes, including contractual changes, will be submitted prior to the School Board Meeting of November 19, 2003.