

CCAO Group Retrospective Rating Program
Claims Management and Safety Expectations

Upon joining, the Group will provide a “gap analysis” of each member county’s safety program.

- County will meet with Group’s safety consultant to assist in setting priorities and identifying resources to solve deficiencies – breaking it down to manageable goals. County agrees to work toward accomplishing safety goals.

1. Centralized Claims Management

- Workers Comp Coordinator (WCC) assigned centralized claims management responsibilities.
- All new claims go through the WCC.
- Employees must report claims to supervisor by end of shift that day.
- All supervisors must report claims to WCC within 24 hours of incident.
- WCC must forward all claims to the Loss Control Coordinator (if different person).
- WCC works closely with the LCC to investigate claim, develop safety recommendations.
- WCC monitors claims on consistent basis.
- Establish an action plan for each LT claim with input from BWC and MCO.
- Use salary continuation and settlement of claims when appropriate.
- Meet with Sedgwick rep 2-3 times year.
- Conduct “drug list” review – prescriptions used in claims. Report available from the BWC.
- Conduct claims meetings at minimum, twice year; preferably quarterly. Include Sedgwick rep, MCO, BWC. Get list of claims in advance and have applicable departments attend.
- WCC attend at least two Group Retro meetings per year.

2. Centralized safety person- Loss Control Coordinator (LCC)

- Investigates workplace accidents. Make safety recommendations. Work closely w/WCC.
- Conduct regular building inspections and enlist help from P&C carrier loss control if needed.
 - Follow-up to verify unsafe conditions are corrected.
- Actively participate in county-wide Safety Committee which meets at least twice per year.
- Join CLCCA (recommended) for training and networking w/other county safety professionals.
- LCC attend at least two Group Retro meetings per year.

3. Written Safety Policies

- As required by PERRP regulations. Training as appropriate to each department.
- Policies kept up to date, reviewed by safety professional every year (PERRP, P&C, BWC or Sedgwick).
- Many resources available – PERRP, Sedgwick, BWC and Group Members will assist with sample policies.

4. Premium charge-backs

- Hold a discussion with the Commissioners as to why safety and claims management are important, and how premium charge-backs based upon each department’s claims experience can be a financial incentive to implement safety and claims management.
- Use to create awareness and accountability.
- ORC 4123.41

5. Transitional Work available county-wide

- Elected Officials / Department Heads agree to work w/WCC on transitional work on a claim-by-claim basis. This is a necessary tool for managing lost time claims.