

Required Notice Automation

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LMAC – FEBRUARY 2020



Montana Department of
LABOR & INDUSTRY

Required Notice Reporting

- Department historical has received 1200 to 1500 notices per month
 - Denials 39-71-606 - Insurer to accept or deny claim within 30 days of receipt
 - 608 Notice - 39-71-608 - Payments within 30 days by insurer without admission of liability
 - Termination or change of benefits (14 day notice) 39-71-609 - Denial of claim after payments made or termination of all benefits or reduction to partial benefits by insurer
 - Payments of medical claims without acceptance of liability under 39-71-615

Notice Reporting Percentages

Data Entry Counts									
01/01/2017 - 12/31/2017									
Overall Totals	14-Day	811		4%					
	608	517		2%					
	615	8847		42%					
	Denial	10741		51%					
	NOTICES	20916							
	ROIS	0							
	TOTAL	20916		1743	Per Month				

Process for submitting notices

- Claims admins currently have two different processes for submitting notices
 - Send the notices to a shared ERD email account – less than 10%
 - Admin staff monitors the mail account
 - eMail with either a word doc or pdf attachment
 - Admin staff opens each email attachment reads through the notice to determine what type of notice
 - Once the determination is made employee enters the data into our claims system
 - There isn't currently a standard form for all admins to submit so this can be challenging
 - Communication not related to Notices submitted to mailbox
 - One to three minutes on average per email

Process for submitting notices

- Send the notices to ERD via regular mail – 90%
 - Mail goes to General Services Division
 - From GSD the mail is delivered to ERD
 - ERD admin staff opens, time stamps and delivers to the appropriate staff for data entry
 - ERD staff reads through each notice to determine notice type
 - Admin staff that have a variety of responsibilities, not claims admins
 - Data is then entered into the ERD claims system
 - Handled by 3 or 4 staff members before processed
 - Quality of the data and timeliness of the data, PII on hardcopies
 - Five minutes or more to process by the time each FTE has handled the notice

Process Re-engineering

- Efforts to streamline the process
 - WCCEL mailbox was set up in an effort to reduce resources
 - Eliminate multiple exchanges between departments, employees
 - Paper reduction
 - Resulted in less than 10% of admins submitting to mailbox
 - Discussions about creating notice templates for all admins
 - Consistency – all stakeholders using the same forms
 - Would be dropped of to a specific FTP site or promote the email option for claims admins
 - Would continue to experience the same problems inherent with the current process

Process Re-engineering

- Discussions about Electronic Data Interchange
 - Proprietary XML format (extensible mark-up language)
 - Development effort for submitters
 - Requirements
 - Design
 - Coding/Testing
 - Implementation
 - Stabilization
 - IAIABC 3.x version, looked to see if functionality existed in 3.x
 - Cost and time are factors

Process Re-engineering

- Discussions about implementing a WebForm
 - Alternative for stakeholders that didn't want to pursue EDI
 - Didn't want to burden stakeholders with additional workload
 - Less time to enter using the webform than submitting via WCCEL
 - Less time to enter than printing and mailing
 - No costs incurred associated with development efforts
 - No future costs associated with mailing notices to ERD

Automation of Notices

- Decision to move forward with EDI and WebForm solutions
 - ERD felt like this would be the best solution moving forward
 - Minimal development effort for EDI
 - No development effort for WebForm, just a matter of training
 - Met with our IT counterparts to discuss details
 - Wrote up requirements for both solutions
 - Created and implemented the EDI alternative first
 - Used the same services created by the EDI version to implement the Webform
 - Looked for external stakeholders that would be early adopters for each solution – EDI and WebForm
 - Created and implemented both alternatives
 - Announced at the IAIABC conference in October

Automation of Notices

- December ERD sent out notifications to stakeholders that we would be moving forward with implementing new processes for submitting Notices to ERD
 - For those choosing the WebForm alternative the expectation to adopt would be by the end of June of 2020
 - For those choosing EDI the expectation to adopt would be by the end of December of 2020

Automation of Notices

- Overwhelming response from our claim admins
 - Most of our trading partners chose to move forward with the WebForm solution (36 out of 38 so far)
 - Spent the first couple of weeks of 2020 reaching out to stakeholders to schedule training
 - 36 individual training sessions conducted in January early February
 - One chose to implement the EDI solution by the end of the year
 - There is currently only one that has not committed either way

Automation of Notices

- A few were skeptical initially
 - Implementing change is always difficult – fear of the unknown
 - How much is this going to cost?
 - Is there a transaction fee?
 - How much additional work is this going to be for staff?
 - Why should we do your data entry for you?

Automation of Notices

- After the training...
 - Very positive feedback from our partners
 - This is very simple and straight forward
 - You should have done this a long time ago
 - This is way easier than what we do today
 - This will save us time and money
 - Anything that makes my life easier I am all for...
- Feedback on the WebForm
 - Couple of suggestions for additional functionality offered by the WebForm
 - Add department claim number for acquired claims
 - Add export button to export entered notices for entire claim admin group
 - Extend time-out
 - Accept notices even if the claim hasn't been submitted

Automation of Notices

- Impact to staff entering notices
 - Based on 1 minute per notice impacts are roughly 3 hours per week for our highest volume submitter which has chosen to implement EDI
 - Impacts to all other submitters is less than 1 hour per week based on 1 minute per transaction
 - That would be split across the number of admins submitting the transactions
 - Have run a few reports and noticed the admins are entering 2 per minute in some instances

Automation of Notices

- Advantages of Automation
 - Data quality – The experts are entering or systematically sending us the data
 - Timeliness
 - Real time updates when using the WebForm and/or EDI
 - Monthly reports that are sent out to the claims admins will be more accurate based on the quality and timeliness of the data
 - Currently our admin staff is defaulting to indemnity paid on 615s that are submitted that don't indicate if indemnity was paid which in turn shows up on the monthly reports that all parties have to resolve
 - Notices submitted without an existing claim also show up on the reports

Automation of Notices

Browser address bar: <https://erdntc.mt.gov/AutoNoticeWeb/dashboard/> ERD - Notice Web

Navigation: Home - KXLH | Suggested Sites | Web Slice Gallery

Montana Department of LABOR & INDUSTRY

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DASHBOARD

Submit A New Notice

Select transaction type:

- 39-71-606 Denial
- 39-71-608 Reservation Rights
- 39-71-609 Fourteen Day
- 39-71-615 Reservation Rights Extension

Claim Administrator Claim Number:

Submission History

Notice Number	Claim Number	Notice Type	Submitted
269095		608	2019 Dec 31, 9:42 am
268146		615	2019 Nov 27, 9:55 am
383325		606	2019 Nov 27, 1:50 am
268159		608	2019 Nov 27, 1:49 am
268158		615	2019 Nov 27, 1:44 am
268157		608	2019 Nov 27, 1:36 am
383324		606	2019 Nov 27, 1:34 am
385037		606	2020 Jan 27, 11:07 am
384914		606	2020 Jan 23, 11:05 am
384768		606	2020 Jan 21, 10:06 am
269477		615	2020 Jan 16, 3:09 am

Automation of Notices

Browser address bar: https://erdntc.mt.gov/AutoNoticeWeb/dashboard/newClaimNotice/20377395/VALUE_1

Page Title: ERD - Notice Web

Navigation: Home - KXLH | Suggested Sites | Web Slice Gallery

Header: Montana Department of LABOR & INDUSTRY | MONTANAWORKS | Welcome | MBARTOW | Logout

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DENIAL (606)

Last Name: First Name: Middle Initial: Date of Birth:

Address 1:

Address 2:

City: State: Zip: Zip+4:

Injury Date: Claim Administrator Claim Number: Jurisdiction Claim #: CA FEIN:

* Notice Date:

* Reasons (Choose one or hold Ctrl to choose multiple):

405
CLAIMANT DOES NOT WISH TO FILE A WC CLAIM
COMING & GOING

* Proper Recourse:

Yes: You attest per 39-71-106 (6)(b) whenever benefits are denied to a claimant, a written explanation of how the claimant may appeal an insurer's decision.
No: This is in violation of MCA 39-71-106 (6)(b) and the insurer you are working on behalf, may be subject to penalty.

Automation of Notices

Browser address bar: https://erdntc.mt.gov/AutoNoticeWeb/dashboard/newClaimNotice/20377395/VALUE_2

Navigation: Home - KXLH | Suggested Sites | Web Slice Gallery

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RESERVATION OF RIGHTS (608)

Last Name:	Reservation	First Name:	Test	Middle Initial:	D	Date of Birth:	1974-09-12
Address 1:	1805 Prospect Ave						
Address 2:							
City:	HAVRE	State:	MT	Zip:	59501	Zip+4:	
Injury Date:	2004-03-02	Claim Administrator Claim Number:	Claim#	Jurisdiction Claim #:	Claim#	CA FEIN:	Claim#
* Notice Date:	2020-02-08						
* Was Indemnity Paid:	Choose...						

Submit

Montana Department of Labor & Industry
Privacy and Security

Automation of Notices

Browser address bar: https://erdntc.mt.gov/AutoNoticeWeb/dashboard/newClaimNotice/20377395/VALUE_3

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FOURTEEN-DAY (609)

Last Name:	14 Day	First Name:	Test	Middle Initial:	D	Date of Birth:	1974-09-12
Address 1:	1805 Prospect Ave						
Address 2:							
City:	HAVRE	State:	MT	Zip:	59501	Zip+4:	
Injury Date:	2004-03-02	Claim Administrator Claim Number:	Claim#	Jurisdiction Claim #:	Claim#	CA FEIN:	Fein
* Notice Date:	2020-02-08						
* Reason:	Choose one reason from the list below...						
* Reduce or Terminate Benefits:	Choose...	* Reduce or Terminate Date:	2020-02-22				

Submit

Questions?