

NCSI Opens the 2019 Annual Meeting Registration...

We are very excited to announce the opening of registration for the 2019 Annual Meeting and Solutions Expo that will be held June 9-12, 2019 at the beautiful Hyatt Regency Grand Cypress in Orlando, FL.

We have an amazing agenda with renowned speakers including Dr. John Howard, the Director of NIOSH who will be sharing his thoughts on the 4th Industrial Revolution...a topic that is near and dear to all businesses today.

We also have Joe Paduda, a nationally recognized expert in medical management and workers' compensation as well as being a regular and very popular workers' compensation blogger. Joe will be discussing how healthcare providers "price" their services to different payer groups. He will compare what Medicare/Medicaid, group health plans and workers' compensation payers pay for facility, provider and pharmacy services.

Other speakers include Doug Holmes of UWC who will share what the Feds are up to in the workers' compensation arena, Mark Walls of Safety National and Kimberly George of Sedgwick, whose session will be the 20 issues to watch for in 2019 and beyond.

And if that was not special enough, we have the ever-entertaining Max Koonce heading a panel that will present on protecting your brand in all program management as well as the always popular Mark Pew who, along with his co-panelists will share how to manage chronic pain without drugs.

We have a great line-up of speakers, and an excellent location for the entire family to enjoy and an outstanding venue that promises to insure an outstanding event.

WHAT'S NEW

CDC's 2018 Annual Surveillance Report of Drug-Related Risks and Outcomes

The CDC just released the 2018 Annual Surveillance Report and I think you all will find the report insightful & helpful in benchmarking your opioid program.

The Good News - there has been an overall reduction of opioid prescriptions of 19.2% from 2006 to 2017. The proportion of opioid prescriptions that were high dosage (MME/day) declined from 15.9% in 2006 to 8.5% in 2017.

CA had one of the lowest opioid prescribing rates, including for LongActing/ER opioids.

There were 316,900 drug poisoning overdoses (non-fatal), 78,840 were from opioids. There were 547,543 Emergency Room visits in 2015 for all drug poisonings.

And unfortunately, drug overdose deaths in 2016 reached a record new high (63,632). As Mark Pew might say, it's the #cleanupthemselves residual from prior years of too many opioids, too many high-dose prescriptions, too much addiction & too much use of alternative illicit drugs.

For a copy of the entire report [follow this link](#).

MESSAGE FROM PHIL & JILL

Looking into old the crystal ball, 2019 is shaping up to be a busy year. Every association needs to evaluate the services that they provide to their members. I know our friend Gary Patureau down in Louisiana continues to expand on services that he provides for his members and LASIE is thriving. At NCSI we are working to provide great returns on membership and our conference is one of those returns. Our Program Committee has come up with some innovative topics this year so I'm looking forward to another meaningful conference and meeting some of our new members. We have developed a conference that will give employers the tools to better manage their programs and to better partner with their service providers by asking the right questions, and the tools that will allow them to succeed. **Phil Millhollon**

We are off onto a new year and things are jumping at the NCSI headquarters. We have the 2019 Annual Meeting and Solutions Expo in June and the program is an excellent one with speakers on a huge variety of topics! And our theme is Florida Coast to Coast! So, dress as a NASA astronaut or a Key West partier! The sky is the limit!!

I would like to extend a heartfelt thank you to the Program Committee for all of their efforts to create such a stellar agenda. Please join me in thanking Linda Butler of Disney, Joe Carresi of SCE, Max Koonce of Sedgwick and Zoe Zinn of Packaging Corporation of America. I would also like to recognize Phil Millhollon for his chairing of the committee. See you in Florida!
Jill Dulich

ADVOCACY IN ACTION

The Art of Non- Submission

NCSI member EK Health recently had the opportunity to provide insight into the world of non-submission of MSA's. Their VP of Medicare Set-Asides provided some key take away's for those considering this approach.

If you are going to submit an MSA to CMS:

- Make sure you understand exactly what CMS is looking for in terms of a future medical allocation
- Make sure you've identified any potential problem areas in the medical record/payment histories so there are no unwelcome surprises
- Make sure you have complete documentation (medical records, claims payment histories, pharmacy payment histories, court documents, etc.) to ensure there are no delays
- Make sure all parties understand the process CMS uses to review MSAs

If you are not going to submit an MSA:

- Make sure you have a robust program in place to ensure you're completing an accurate assessment of future medical needs
- Make sure you have a sound clinical program in place to make full use of evidenced based medical guidelines
- Ensure you have a method to accurately calculate future medication and medical costs
- Ensure to consult with your legal team to appropriately assess the risk of non-submitting

In either case:

- The use of structured settlements can greatly reduce the overall cost of settlement and can provide significant benefits to injured workers
- The use of professional administration greatly reduces the risk of the claimant losing their Medicare benefits as a result of the MSA no being spent appropriately
- Professional administration provides very specific benefits to injured workers and ensure settlement funds allocated for future medical care are appropriately spent
- Through the use of custom networks, professional administration increases injured workers' buying power and ensures settlement funds allocated for future medical go as far and last as long as possible

Safety group issues guidance on workplace violence

The American Society of Safety Professionals has published a technical report to help companies mitigate the risk of violence in their workplaces and develop a coordinated response to violence incidents that may occur.

U.S. active shooter scenarios reached an all-time high in 2017 with 30 incidents, up 50% from the previous year, while active shooter fatalities spiked in 2017 to 729, more than three times the nation's previous high of 214 deaths in 2016, according to FBI statistics cited by ASSP. Forty-two percent of active shooter incidents since the year 2000 have occurred in the workplace, the statement noted.

The report outlines five key steps in developing an active shooter plan. To access additional ASSP information click [here](#).

Rising Medical Solutions publishes Benchmarking results

Do “10,000 Hours” Make a Great Claims Professional?
How Claims Teams Can Achieve Peak Performance

What is the path to personal peak performance in workers’ compensation claims?

In his hit book *Outliers: The Story of Success*, pop psych author Malcolm Gladwell popularized a concept known as the “10,000 hour rule.” Examining multiple studies conducted largely by academics, Gladwell predicts that through 10,000 hours of practice, an individual can become a master in a field.

So what is the prescription for becoming expert in workers’ compensation claims adjusting? For if claim outcomes and core competencies are to improve industrywide, it is only logical that greater proficiency on the part of the individual claims adjuster contributes to these improvements. Worker’s compensation is something that is needed to help ensure employees that if they are injured at work they won’t lose anything (for more information you can find out about workers comp benefits [here](#)).

Five years of extensive claims leader polling by the Workers’ Compensation Benchmarking Study shows the industry has a keen interest in how well organizations are cultivating claims talent and how individual adjusters evolve from good, to proficient, to masterful.

The Executive Summary of the Benchmarking Study can be found [here](#)

LASIE BRANCHES OUT

LASIE is an association for employers that operate / self-insure in the state of Louisiana. LASIE offers networking opportunities, educational and certification classes to keep members informed of policy changes and best practices. LASIE lobbies at the state and federal level for all lines of self-insurance including workers’ compensation, health, general liability, auto liability, property & casualty, maritime and fiduciary liability.

LASIE responded to the growing need of our members to advocate for them in the other lines of self-insurance when we expanded our mission. LASIE collaborates with state and national organizations to make programs more efficient and cost-effective. One of our main goals is to reduce operating costs so our members can invest more in their companies and in turn, more in the state of Louisiana.

Opioid Rx’s are down...but what does CWCI say?

As reported in [WorkersCompensation.com](#) opioids now account for approximately 18% of the medications previously prescribed in California’s workers’ compensation system. That is down from previous nearly one-third of the medications prescribed, according to researchers at the California Workers’ Compensation Institute.

The California Workers’ Compensation Institute looked at data from 5.75 million prescriptions dispensed in the workers’ compensation system from January 2009 to June 2018. Their report says that anti-inflammatories, also called Non-steroidal Anti-Inflammatories, or NSAIDs, are prescribed more than opioids, while dermatologicals are now the highest cost drug group in terms of spending.

Efforts to curb unnecessary opioids should not result in simply replacing those drugs for others that may carry their own risks, the authors advise.

“Though opioid use is down, some drug groups that now account for a growing share of workers’ compensation prescriptions come with their own sets of issues, side effects, and potentially dangerous drug interactions,” the study says, “so care must be taken to avoid simply replacing one problem with another.”

To read the [WorkersCompensation.com](#) article for more details click [here](#).

NCSI Member United Airlines

NCSI member United Airlines moved its system-wide workers' compensation program, including legacy claims to a new TPA on October 1, 2017. A letter of intent was sent to the new TPA on June 3, 2017 which gave the teams less than four months to complete the transfer of a large program.

They have provided some tips for success:

Plan far ahead.

We conducted 2 RFP's in 2016 for 1) unbundled managed care program and 2) TPA claim handling. This gave us an opportunity to examine all the offerings and develop thorough and detailed handling requirements for the final program. We also developed a business model focused on claim handling outcomes, not just fees.

Include important stakeholders early and often.

Finance: Moving a large legacy program is expensive for 'run in' claims. We made several presentations to our CFO to gain buy-in for the business model months before we notified the TPA of our intent to move. We continue to provide progress to Finance on achieving the expected value of the move

Actuary: We routinely meet quarterly with our external actuary, to measure our workers' compensation program. It was important to include them in our discussions when we began thinking seriously about moving the program; during the transition and after the move for how we ensure consistency in handling at the new partner

Technology: Since payroll, human resources and occupational injury systems need to be modified to interface with a new partner, it was important to have commitment from the highest levels of our IT department. Completing all the programming, testing and final implementation would happen within a very tight timeline

Senior Leadership: Our CEO, COO and other top leaders are very supportive of workers' compensation initiatives and this was no exception. The leaders have established an open-door culture for front line employees and want to support the best service for injured employees

Communicate, communicate, communicate (and train)

The audience of those who need to be informed is huge:

Current claimants

We used letters, emails and webinars at several points in the process. Before the move, current claimants were issued pre-payments in September for the month of the move (October

2017). Claimants also received a letter of introduction letting them know the name and contacts for their new adjuster and assuring them that their medical care would continue without interruption.

Supervisors and operational leaders

We conducted two sets of 'road shows' for all of United's major hubs in California, Illinois, Texas, New Jersey and Colorado. One set was held prior to the move to explain what we were doing. The second set was held later in the Fall to get feedback on the move.

Medical and other service providers and attorneys

We sent postcards to providers to ensure they knew the correct billing address for invoices sent October 1, 2017. Attorneys pulled a list of upcoming hearing dates and assisted us to identify high priority litigated claims.

The new examiner team

We partnered with the TPA on a partnership meeting with all the dedicated examiners in the largest offices the week before the program went 'live.' Building positive relationships early ensured our examiners would know to treat our employees consistently with United's culture.

After the transition day

Continue resource availability

During the month of October, the United workers' compensation team established a 'war room' at headquarters. We had pre-published a 1-800 number and a dedicated email box that employees, supervisors and / or examiners could use to contact us with any questions or concerns or if they needed quick approval for a medical treatment, etc. We staffed this room every day for the entire month of October and it was one of the best things we did.

Celebrate and thank all the stakeholders who helped make the move seamless for our injured employees and successful for the company

Thank you notes, airplane models and an evening reception for everyone in the company who supported the move are examples of some of the ways we showed our gratitude for others.

It is one and a half years since we moved our program. In retrospect it took a lot of teamwork and attention to detail. But it was well worth the effort for our people and our company, stakeholders — not just on the conditions of the workers' modified duty but on every aspect of their medical recovery as well.



CALENDAR OF EVENTS

For more information on these and other upcoming evening, please visit www.natcouncil.com and click on the Calendar tab.

MARCH 15 | Washington Self Insurers Association Spring Conference 8:00 am – 5:00 pm, Embassy Suites, 3225 158th Avenue SE, Bellevue, WA 98008

MARCH 28 | Mississippi Association of Self Insurers 12th Annual Spring Conference 8:00am – 5:00 pm, The Country Club of Jackson, 345 St Andrews Drive, Jackson, MS 39211

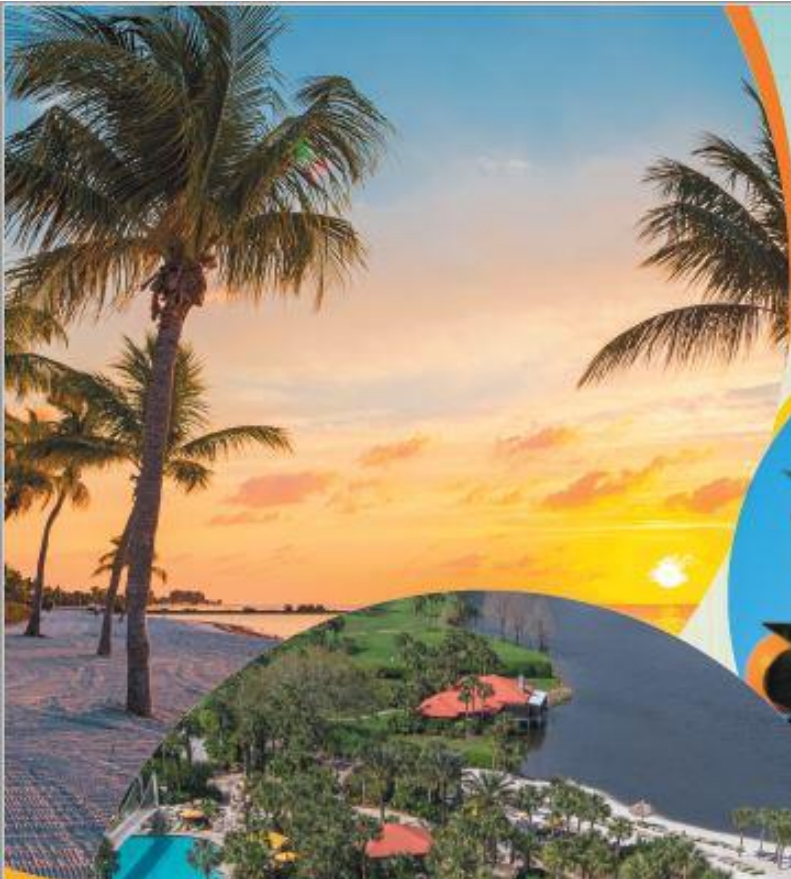
APRIL 7-8 | Pennsylvania Self Insurers Association 2019 Annual Meeting 8:00am – 5:00pm, Wyndham Gettysburg 95 Presidential Circle, Gettysburg, PA 17325

APRIL 8-9 California Self-Insurers Association 2019 Annual Meeting and Educational Seminar 1:00 pm – 4:45 pm, Disneyland Hotel, 1150 Magic Way, Anaheim, CA 92802

APRIL 18-19 | Arkansas Self Insurers Association 2019 Workers' Compensation Conference 8:00 am – 5:00 pm, Hot Springs Convention Center, 134 Convention Blvd., Hot Springs, AR 71901

MAY 16 | Washington Annual Conference 2019, 8:00 am - 5:00 pm, Greater Tacoma Convention and Trade Center, 1500 Commerce St., Tacoma, WA 98402

MAY 21-23 | Wisconsin Council of Self Insurers 2019 Annual Meeting and Workers' Compensation College, 8:00 am – 5:00 pm, Grand Geneva Resort & Spa, 7036 Grand Geneva Way, Lake Geneva, WI 53147



Florida

Coast to Coast



74TH ANNUAL PROGRAM

June 9-12, 2019

Hyatt Regency Grand Cypress | Orlando, Florida