

METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

STEPHEN CAIN, HR MANAGER
HUMAN RESOURCES DEPARTMENT

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

- APPROXIMATELY THIRTEEN THOUSAND EMPLOYEES COVERED BY THE PROGRAM
- METRO'S IOD PROGRAM IS FULLY SELF-INSURED
- IOD IS AN ILLNESS OR INJURY ARISING OUT OF AND IN THE COURSE AND SCOPE OF HIS OR HER EMPLOYMENT
- SECTION 13.12 OF THE METRO CHARTER – EXPENSE OF AN IOD IS BORNE BY METRO
- EMERGENCY TREATMENT AT THE NEAREST OR MOST AVAILABLE DOCTOR'S OFFICE, HOSPITAL, OR CLINIC

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

IOD LEAVE PAY –

- IOD MEDICAL BILLS ARE PAID BY THE THIRD-PARTY ADMINISTRATOR
- NO CO-PAYS OR OUT-OF-POCKET EXPENSES FOR EMPLOYEES
- AT 100% FOR TWO WEEKS
- 90% OF PAY FOR THE REMAINDER OF THEIR COVERED LEAVE
- ELIGIBILITY FOR IOD LEAVE PAY IS DETERMINED BY THE AFFECTED EMPLOYEE'S DEPARTMENT AS AUTHORIZED AND GOVERNED BY THE **METRO CIVIL SERVICE COMMISSION**.
- IOD LEAVE PAY IS PAID BY METRO

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

- IOD CLAIMS ARE NEVER SETTLED BY LUMP SUM OR ANNUITY
- EMPLOYEES THAT CANNOT RETURN TO WORK ARE ELIGIBLE TO RECEIVE AN IOD PENSION WHILE DISABLED UNTIL SUCH TIME THAT THEY QUALIFY FOR THEIR SERVICE PENSION.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

A PRESUMPTION EXISTS FOR FIRE AND POLICE PERSONNEL REGARDING CONDITIONS OF IMPAIRMENT OF HEALTH

- POLICE: HEART DISEASE AND HYPERTENSION
- FIREFIGHTERS: HEART DISEASE, PULMONARY DISEASE AND HYPERTENSION
- AN ADDITIONAL PRESUMPTION EXISTS FOR FIREFIGHTERS, AS REQUIRED UNDER METRO CODE:
 - ANY IMPAIRMENT OF HEALTH OF A FIREFIGHTER CAUSED BY THE DISEASE OF CANCER
- SHALL BE PRESUMED UNLESS THE CONTRARY BE SHOWN BY COMPETENT MEDICAL EVIDENCE

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

- THE CHARTER OF THE METROPOLITAN GOVERNMENT CREATES THE METROPOLITAN EMPLOYEE BENEFIT BOARD (“BOARD”)
 - JURISDICTION OVER IOD MEDICAL CARE
- BOARD OPERATES IOD COMMITTEE - RENDER RECOMMENDATIONS WHEN IOD DETERMINATIONS ARE APPEALED

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

METRO HAS CONTRACTED WITH ALTERNATIVE SERVICE CONCEPTS (ASC) LLC.

IN 2019, DAVIES' CLAIMS SOLUTIONS PURCHASED ALTERNATIVE SERVICE CONCEPTS. ALTERNATIVE SERVICE CONCEPTS AS A LEGAL ENTITY AND THE LEGAL NAME REMAINS THE SAME, BUT AS OF OCTOBER 2020 THEY HAVE BEGUN OPERATING AS *DAVIES*.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

ALTERNATIVE SERVICE CONCEPTS (ASC / DAVIES) PROVIDE:

- THIRD PARTY CLAIMS ADMINISTRATION
- OCCUPATIONAL HEALTH PREFERRED PROVIDER NETWORK DEVELOPMENT AND MAINTENANCE
- INDEPENDENT MEDICAL EXAMINER PANELS FOR CARDIAC, PULMONARY & ONCOLOGY SPECIALTIES
- IOD CASE MANAGEMENT
- IOD MEDICAL UTILIZATION REVIEW
- IOD MEDICAL BILL REVIEW AND REPRICING
- IOD PHARMACY BENEFIT MANAGEMENT (“PBM”)
- RETURN-TO-WORK COORDINATION WITH METRO DEPARTMENTS

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

METRO CONTRACTED WITH CONCENTRA HEALTH SERVICES, INC. TO OPEN AND OPERATE A DEDICATED IOD CLINIC EXCLUSIVELY FOR METRO EMPLOYEES IN 2014 FOR TREATMENT, COORDINATION, AND FOLLOW-UP OF INJURIES AND ILLNESSES OCCURRING ON THE JOB.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

- THE IOD CLINIC IS STAFFED BY
 - 1 PHYSICIAN
 - 1 NURSE MANAGER
 - 1 MEDICAL ASSISTANT
 - 1 RADIOLOGICAL TECHNICIAN
- THE IOD CLINIC SEES APPROXIMATELY 65% OF METRO'S IOD POPULATION FOR TREATMENT AND FOLLOW UP.
- ONE ASC (DAVIES) ADJUSTER IS HOUSED AT THE METRO IOD CLINIC

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

METRO LEGISLATION STATES THAT AFTER JANUARY 1, 2015, IN NON-EMERGENCY SITUATIONS, ONLY SPECIALIZED MEDICAL TREATMENT THAT IS NOT AVAILABLE AT THE INJURY-ON-DUTY MEDICAL CLINIC SHALL BE FURNISHED TO AN INJURED EMPLOYEE THROUGH THE IN-LINE-OF-DUTY MEDICAL TREATMENT NETWORK.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

METRO'S PRIMARY – AFFORD INJURED EMPLOYEES QUALITY HEALTHCARE BY:

- ESTABLISHING A STRATEGIC, INTEGRATED OCCUPATIONAL HEALTH PARTNERSHIP WITH ASC (DAVIES) TO PROVIDE FOR HIGH QUALITY TREATMENT AND RESPONSIVE CARE TO EMPLOYEES UNDER A MANAGED AND COST-EFFECTIVE INFRASTRUCTURE

THE GOAL OF THIS PARTNERSHIP IS TO REDUCE IOD EXPENDITURES, WHILE PROVIDING METRO EMPLOYEES WITH APPROPRIATE BENEFITS DESIGNED TO OPTIMIZE TREATMENT, REHABILITATION, AND RETURN TO GAINFUL EMPLOYMENT.

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

THIRD PARTY ADMINISTRATION OF IOD CLAIMS

ADMINISTRATION OF CLAIMS ENTAILS ALL CLAIM MANAGEMENT FUNCTIONS FROM INITIAL REPORT OF INJURY OR ILLNESS THROUGH CLAIM CLOSURE, INCLUDING ONGOING MANAGEMENT OF IOD DISABILITY PENSIONER CLAIMS.

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

THIRD PARTY ADMINISTRATION OF IOD CLAIMS

- CASE AND CLAIM ACTIONS TAKEN BY ADJUSTERS ARE DOCUMENTED IN AN ELECTRONIC CLAIMS ADMINISTRATION SYSTEM
- THE SYSTEM HAS ROBUST REPORTING FUNCTIONALITY TO PROVIDE METRO WITH MONTHLY DEPARTMENTAL SUMMARIES OF CLAIMS OPENED, CLAIMS CLOSED, MEDICAL-ONLY VS. LOST-TIME METRICS, REPORTING LAG TIMES, CLAIMS PAID, OUTSTANDING RESERVES AND INCURRED TOTALS
- ASC (DAVIES) ADJUSTERS COMMUNICATE REGULARLY WITH MEDICAL CASE MANAGERS AND THE IOD CLINIC TO COORDINATE CARE AND CLAIMS MANAGEMENT STRATEGIES

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

THIRD PARTY ADMINISTRATION OF IOD CLAIMS

ASC (DAVIES) REGULARLY ATTENDS METRO EMPLOYEE BENEFIT BOARD MEETINGS, CIVIL SERVICE COMMISSION MEETINGS, AND OTHER METRO COMMITTEE OR COMMISSION MEETINGS AS NEEDED

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

OCCUPATIONAL HEALTH PREFERRED PROVIDER NETWORK DEVELOPMENT AND
MAINTENANCE

ASC (DAVIES) MANAGES A PREFERRED NETWORK OF OCCUPATIONAL HEALTH CARE
PROVIDERS THAT INCLUDES BOTH INPATIENT AND OUTPATIENT SERVICES, WITH BROAD
GEOGRAPHICAL COVERAGE TO ACCOMMODATE METRO'S VARIOUS WORKSITES AND
MOBILE EMPLOYEES

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

OCCUPATIONAL HEALTH PREFERRED PROVIDER NETWORK DEVELOPMENT AND
MAINTENANCE

ASC (DAVIES) STAFFS ONE ADJUSTER AT THE IOD CLINIC

- PROVIDES SUPPORT TO THE CLINIC STAFF ON MATTERS OF CLAIMS
- MEETS WITH INJURED EMPLOYEES FOLLOWING THEIR CLINIC VISIT TO BEGIN OR CONTINUE ANY CLAIMS MANAGEMENT NECESSITIES

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

OCCUPATIONAL HEALTH PREFERRED PROVIDER NETWORK DEVELOPMENT AND MAINTENANCE

- THE NETWORK INCLUDES EMERGENCY SERVICE PROVIDERS THAT CAN TREAT 24/7/365 (I.E. EMERGENCY ROOMS)
- ASC (DAVIES) ADJUSTERS EDUCATE NETWORK PROVIDERS IN THE SPECIFIC PROCESSES, OCCUPATIONAL DEMANDS, AND NEEDS OF METRO EMPLOYEES

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

INDEPENDENT MEDICAL EXAMINER PANELS FOR CARDIAC, PULMONARY & ONCOLOGY SPECIALTIES

- TO ASSIST WITH DETERMINATION OF FIRE AND POLICE PRESUMPTIVE ILLNESSES ASC (DAVIES) HAS ESTABLISHED AN INDEPENDENT MEDICAL EXAMINER PANEL THAT INCLUDE, BUT NOT LIMITED TO, THE THREE MEDICAL SPECIALTIES NOTED ABOVE
- UPON APPEAL BY AN EMPLOYEE, THE BOARD MAKES DECISIONS ON THE ELIGIBILITY OF A FIREFIGHTER OR POLICE OFFICER TO HAVE HIS OR HER ILLNESS COVERED BY THE CORRESPONDING PRESUMPTION

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

CASE MANAGEMENT

ASC (DAVIES) CONTRACTS CASE MANAGEMENT WITH AN ACCREDITED ORGANIZATION TO PROVIDE CASE MANAGERS

- AN EMPLOYEE'S CASE/INJURY MUST MEET CRITERIA FOR SUCH SERVICES - SET BY METRO
 - TELEPHONIC CASE MANAGEMENT (CM)
 - TASK CM
 - FIELD CM
 - VOCATIONAL CM

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

IOD MEDICAL UTILIZATION REVIEW

UTILIZATION REVIEW IS AN OPPORTUNITY TO REVIEW A REQUEST FOR MEDICAL TREATMENT. THE PURPOSE OF THE REVIEW IS TO CONFIRM THAT THE PLAN PROVIDES COVERAGE FOR THE MEDICAL SERVICES. IT ALSO HELPS DETERMINE IF THE RECOMMENDED TREATMENT IS APPROPRIATE.

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

IOD MEDICAL BILL REVIEW AND REPRICING

- ASC (DAVIES) HAS NEGOTIATED DISCOUNTS WITH PREFERRED NETWORK PROVIDERS
- FOR EACH BILL THE ASC (DAVIES) REVIEWER MUST VERIFY THE TREATMENT AGAINST THE DIAGNOSIS AND CONFER WITH UR AS NECESSARY TO EXAMINE THE NECESSITY OF THE TREATMENT BEING PROVIDED

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

IOD PHARMACY BENEFIT MANAGEMENT (“PBM”)

- ASC (DAVIES) HAS NEGOTIATED DISCOUNTS FOR COMMONLY PRESCRIBED IOD RELATED MEDICATIONS
- EMPLOYEES ARE GIVEN
 - A FIRST FILL FORM
 - A PRESCRIPTION CARD

IOD ADMINISTRATION – ALTERNATIVE SERVICE CONCEPTS (ASC), DBA DAVIES

RETURN-TO-WORK COORDINATION WITH METRO DEPARTMENTS

- ASC (DAVIES) ADJUSTERS SOLICIT WORK RESTRICTIONS FOR INJURED/ILL EMPLOYEES AT EVERY MEDICAL PROVIDER VISIT
- RESTRICTED DUTY IS AVAILABLE IN MOST ALL METRO DEPARTMENTS AND RESTRICTIONS WILL BE ACCOMMODATED AS OFTEN AS POSSIBLE

IOD CLINIC - CONCENTRA

METRO LEGISLATION STATES THAT AFTER JANUARY 1, 2015, IN NON-EMERGENCY SITUATIONS, ONLY SPECIALIZED MEDICAL TREATMENT THAT IS NOT AVAILABLE AT THE INJURY-ON-DUTY MEDICAL CLINIC SHALL BE FURNISHED TO AN INJURED EMPLOYEE THROUGH THE IN-LINE-OF-DUTY MEDICAL TREATMENT NETWORK.

IOD CLINIC - CONCENTRA

IN 2014, METRO CONTRACTED WITH CONCENTRA HEALTH SERVICES, INC. TO OPERATE THE METRO IOD CLINIC

CONCENTRA PROVIDES THE FOLLOWING IOD CLINICAL SERVICES:

1. TREATMENT OF OCCUPATIONAL INJURIES AND ILLNESSES
2. CARE COORDINATION OF OCCUPATIONAL INJURIES AND ILLNESSES
3. WELLNESS PROGRAMMING IN SUPPORT OF CLINIC PROMOTION AND EMPLOYEE AWARENESS EFFORTS
4. EDUCATIONAL AND INFORMATIONAL SUPPORT FOR ON-GOING METRO HEALTH AND SAFETY INITIATIVES

IOD CLINIC - CONCENTRA

CONCENTRA MANAGES THE INVENTORY FOR MEDICAL AND OFFICE SUPPLIES AT METRO'S IOD CLINIC.

TO COMPLY WITH METRO'S DRUG-FREE WORKPLACE POLICY, METRO HAS A CONTRACT WITH ANOTHER VENDOR TO PERFORM SUBSTANCE ABUSE TESTING WHEN NECESSARY. THE METRO IOD CLINIC SERVES AS ONE OF THE COLLECTION SITES AVAILABLE TO EMPLOYEES WHO ARE ASKED TO UNDERGO A SCREENING.

CONCENTRA PROVIDES MONTHLY AND QUARTERLY STEWARDSHIP REPORTS.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

CONCLUSION

THE CURRENT STRATEGIES IMPLEMENTED OVER THE LAST SEVERAL YEARS INCLUDING

- THE METRO IOD CLINIC
- MEDICAL PANEL REVIEW FOR PRESUMPTIVE CASES
- STRONG PARTNERSHIPS WITH ASC (DAVIES) AND CONCENTRA

= COST SAVINGS / STRONG EMPLOYEE SATISFACTION

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

CONCLUSION

- 2019'S MEDICAL CARE COST DOWN 49.27% OVER 2013
- LOSS TIME PAYROLL COST DOWN 42.17% OVER 2013,
 - REDUCE THE COST FOR EMPLOYEES' TIME AWAY FROM WORK
- LOST TIME HOURS DOWN 37.38% OVER 2013,
 - ALLOWING EMPLOYEES TO BE BACK AT WORK SOONER, WHICH IS GOOD FOR THE EMPLOYEE, DEPARTMENT, AND CITIZENS
- STRATEGIES AND EFFECTIVE MANAGEMENT AND CARE HAVE ALSO LED TO ONE OF THE LOWEST RATES OF EMPLOYEES WHO NEED TO SEEK A DISABILITY PENSION FOR LONG TERM, DISABLING JOB RELATED INJURIES.

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

CONCLUSION

IOD CLINIC 2020 2ND QUARTER REPORT:

- THE PATIENT'S LIKELIHOOD OF RECOMMENDING THE IOD CLINIC TO ANOTHER PERSON: **100%**
- THE PATIENT'S SATISFACTION LEVEL WITH HIS/HER VISIT TO THE IOD CLINIC: **100%**
- THE PERCENTAGE OF PATIENTS REPORTING THEY WERE INFORMED OF A WAIT TIME UPON CHECK-IN AT THE ONSITE CENTER: **97.4%**
- THE PATIENT'S SATISFACTION LEVEL WITH HIS/HER EXPECTED WAIT TIMES AND INCLUDES RESPONSES OF BETTER THAN EXPECTED AND ACCEPTABLE: **100%**

INJURY ON DUTY (IOD) PROGRAM OVERVIEW

Thank you