

ALL MEMBER PARTICIPANTS RECEIVE...

OUTCOME-BASED CLAIMS ASSISTANCE

CLOSING CLAIMS QUICKLY AND EFFICIENTLY LOWERS COSTS AND RESULTS IN BETTER OUTCOMES

If you have ever heard a retro program or third party administrator say they “manage” your claims, run and don’t look back. In Washington state, unless you are self-insured, the Department of Labor & Industries (L&I) is the only party that can “manage” a workers’ compensation claim—it’s the law and one that is enforced.

The claim representatives at R.O.I.I.® Select don’t “manage” claims. Instead, they help L&I make faster decisions so claims get closed quicker. In workers’ compensation, time is not your friend. **As your workers’ comp expert and subcontractor, R.O.I.I.® Select’s job is to help keep claims moving quickly through the system until they reach closure.** Remember, only L&I can close a claim, and for this to happen medical treatment must be completed and the injured worker must be able to return to work. The quicker these two things come together, the quicker the claim gets closed.

The experts on R.O.I.I.® Select’s outcome-based claims assistance team have a proven history of accomplishing this process quickly and efficiently.

HERE’S HOW WE DO IT

- Triage every new claim immediately to **IDENTIFY RED FLAGS** and initiate early return-to-work services
- Design **INNOVATIVE RETURN-TO-WORK OPTIONS** to keep injured workers engaged in their recovery
- Provide injured workers **EARLY VOCATIONAL SERVICES** and **RETRAINING ASSISTANCE** at the beginning of a claim
- **COMMUNICATE WITH MEDICAL PROVIDERS** on the recovery progress of the injured worker and request independent consultations when progress is stalled
- **HIRE INVESTIGATORS** to do activity checks on an injured worker when suspected of engaging in activities that may impact their recovery or raise questions of validity
- Obtain **FORENSIC MEDICAL OPINIONS** on claims under appeal at the Board of Industrial Insurance Appeals
- **RETAIN LEGAL COUNSEL** on claim decisions that may have statewide implications or influence or change L&I’s policies

R.O.I.I.® SELECT TESTIMONIAL

HOW ONE COMPANY WAS INSPIRED TO CHANGE ITS PRACTICES TO REDUCE WORKERS’ COMP COSTS

When Master Builders Association of Pierce County member and R.O.I.I.® Select participant Joel VanDerPuy, took a financial hit to his bottom line from two workers’ comp claims within two years, he thought



Joel and Ruth VanDerPuy of ServiceMaster Services of Tacoma proudly show off their R.O.I.I.® Select refund check.

he might have to sell and retire early after 35 years in business. In 2015, VanDerPuy’s janitorial cleaning company, Service Master Services in Tacoma (an independent franchise), incurred a

beginning of 2016, his L&I workers’ comp premium increased an additional 25 percent.

On one of the claims, his employee had only been on the job for three days before reporting an injury. It came out later this worker had a history of similar injuries at other jobs. L&I still approved a full knee replacement for the employee, resulting in a permanent partial disability which affected VanDerPuy’s premiums.

BIAW’s R.O.I.I.® Select, however, had some assistance to offer. As a participating member in R.O.I.I.® Select since 2004, VanDerPuy had a good track record. The R.O.I.I.® team not only helped protest the employee’s knee injury claim, but also worked with VanDerPuy when they spotted the L&I premium increase. The team reviewed his claim history

with him, laid out the timing of the increases and what changes he could make to help reduce his future rates.

They shared with VanDerPuy how to im-



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—Joel VanDerPuy

plement better hiring practices to find the right people for positions and suggested safety seminars to learn about new approaches to use in his company.

VanDerPuy “worked the program” by following the steps provided by the R.O.I.I.® Select team. Injury claims at his com-

pany have been substantially reduced and as a result his L&I premiums decreased 28 percent in 2017. If this trend continues they will decrease an additional 25 percent in 2018.

“As a small business, you feel like no one listens, but you are not alone. BIAW’s retro program helps you through it so you can get back to work,” said VanDerPuy.

Let the experts at R.O.I.I.® **SELECT** start working for you today.