



Workers' Comp



## Problem

A mid-sized national TPA was considering outsourcing its telephonic case management services to a third party. After evaluating their current program, including ongoing financial commitment to maintain clinical staff, a decision was made to request proposals from outside parties.



## Solution

Aligning to the client's vision, Enlyte created a customized early intervention telephonic case management program leveraging Enlyte's risk identification tool for optimal case selection. The program was designed to ensure the TPA was provided a program that promoted injured employee advocacy, ensured timely access to quality care and reduced lost time days. Staffing needs were determined from a claims analysis that reviewed case durations, optimal caseloads and baseline productivity metrics.



## Assessment of Staffing Needs

Pre	Post
30 RNs (supervisory and support staff)	20 RNs
<ul style="list-style-type: none"><li>• Billable hours per RN per day: 5</li><li>• Billable hours per RN per year: 1,255 year</li></ul>	<ul style="list-style-type: none"><li>• Billable hours per RN per day: 7.5</li><li>• Billable hours per RN per year: 1,882.5 year</li></ul>



### Enlyte's Solution for This TPA Included the Following:

- Private labeled program
- Reduction in overall clinical headcount due to an increase in case manager productivity
- Dedicated telephonic case managers meeting state licensure requirements
- Customized employer workflows
- URAC accredited program
- Daily claims feed
- Electronic interface of case notes to the claim file multiple times per day
- Life of the claim risk modeling to identify and manage only those claims predicting or demonstrating the need for clinical intervention
- Elimination of costs associated with recruitment, hiring, retention, salary, benefits, multi-state licensure, certifications and continuing education
- Clinical dashboard for a transparent view into inventory, costs and outcomes



### Outcome

The Third Party Administrator improved its bottom without disruption to claims staff or clients during the transition.



**Staffing Reduction Savings:**

**\$4K** Staffing cost savings

**12,550 billable hours** Productivity gained

**63** Average business days saved per claim

**\$8,025** Average savings per claim

**92%** Return to work

[Download Case Study](#)

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