



# NTAGE $\frac{V5}{07}$



## stayconnected

### New *risxfacs.com* Reporting Power

As part of its vision for leading claims management, Gallagher Bassett continues to enhance its reporting infrastructure. With rollout of the new **I-Link reporting tools**, claims managers can enjoy these newest benefits:

- Increased functionality beyond online viewing to **expanded printing options** in Excel and PDF file formats
- **Report consolidation** from 13 to 8 new reports, simplifying and streamlining key data including: 1) Claim Detail, 2) Claim Summary, 3) Claim Lag, 4) Claim Lag Detail, 5) Loss & Expense Recap, 6) WC Recap, 7) Reserve Change; and 8) Triangle Report
- Increased power and flexibility with **new run-time options**. "As of" reporting, for instance, will generate reports based on a certain point in history. Before and after pictures of your claims will help you see how claim(s) have grown over time. Other run-time options include: Date Range, Amount of Claim, Claim Status, Run In, Controverted, Coverage, State, and Loss Program & Claim Period. To find these reports, on the Home Page tool bar, click on the I-Link button, which takes you directly to the main menu. Look for the reports in the "Claim" folder.
- **New Managed Care and Workers Compensation Scorecards** measure monthly, quarterly, or yearly trends over time. These reports are just the beginning of GB's comparative reporting capabilities. Watch for business-to-business and industry-to-industry benchmarking coming soon.
- Identify savings and compare brand versus generic usage with the Pharmacy Benefit Manager. **Prescription Utilization** reports are now available in the "Managed Care" folder and can be run by location or state.
- These upgraded RISX-FACS® features are worthwhile only if you can use them productively—which is why we continue to **improve overall navigation from the i-Link homepage**. Lag Reports, Return-to-Work, and Triangle Reports now occupy their own individual folders, and a new "Scorecard" folder houses Workers Compensation and Managed Care Scorecards, as well as future benchmarking reports.

Watch for announcements of upcoming web-based training classes that will help familiarize you with these new reports, as well as ongoing *risxfacs.com* enhancements. Or for more details about these new report features, contact your Gallagher Bassett Account Representative.

*Note: Key data drill-through functionality currently available with existing i-Link reports will also apply for the new reports.*



# PHARMACY

## BENEFITS



### GB Announces First Script Pharmacy Benefit Program for Injured Workers

GB brings yet another enhancement to Managed Care with the addition of the First Script® Pharmacy Benefit Management (PBM) Program. Designed specifically for workers compensation claims, the program provides convenient, cost-effective solutions for employers and their injured workers.

### Complete Control Over Pharmacy Services

Through a network of over 57,000 pharmacies—including national drug stores, mass retailers, and grocery store chains—First Script delivers strong customer support. From verifying eligibility without calls to the employer to processing prescriptions according to plan parameters, the program covers injured workers without any out-of-pocket expense. Furthermore, the payer bears no financial risk if the claim is considered non-compensable.

*NOTE: Employers using Concentra clinics are also eligible for First Script. Ask your GB representative for details.*

### Balance Cost and Convenience

Progressively tiered drug lists weigh injured workers recuperative needs against the employer's need to control drug costs. The plan provides control throughout the life of the claim, spanning:

- **First Fill Formulary** Beginning with broad coverage for the first 30 days of treatment for injury

- **Maintenance Formulary** For ongoing or existing work-related injuries, up to 179 days from the injury date, providing routine WC medications and previously received drugs

- **Chronic Formulary** For long-term WC cases with the goal to prevent over-utilization; covers only previously received medication from 180 days after injury through termination.

### Home Delivery

Depending on past use and the nature of the injury, First Script claimants also can enjoy home delivery of their medications. Customer service representatives help qualify recipients, easing demands on injured workers and promoting their recovery.

In a constantly changing healthcare environment, First Script brings stability and value to the mix, including these additional benefits:

- Retail Prescription Card Program
- Point-of-Sale Drug Utilization Review
- Automated Enrollment integrated with GB's claims management system
- Electronic Alerts for drug activity and online prior authorizations to GB Claims Adjusters

*For more about the First Script Pharmacy Program, contact your Gallagher Bassett Account Representative.*



# HEALTHCARE

# WVAATCH



## GB Expands EPO Network

Recently, GB implemented an expanded Expert Provider Organization (EPO) network for GB clients and their injured employees. The expanded network is geared toward treating and managing musculoskeletal injuries.

Delivered in partnership with MedRisk, Inc. the EPO program offers access to credentialed physical and occupational therapists—and now it includes chiropractic care (except DC and NY)—available in the following 36 states:

AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, IA, ID, IL, IN, KS, KY, MD, MI, MN, MO, MS, MT, NC, NE, NH, NJ, NY, NV, OK, OR, PA, SC, TN, TX, VA, and WI.

The result: better bottom lines and continued quality healthcare enabling recovery and more timely returns to work. For more information and details about the EPO program, contact your Gallagher Bassett Account Representative.

*Physical therapy, occupational therapy, and chiropractic services account for twice the cost of minor surgery and more than one-and-a-half times the cost of hospital services.*



# ADJUST

## **New Adjuster Licensing Department Sets Industry Standard**

As with many facets of the industry, adjuster licensing is becoming increasingly complex. New regulations, expanding compliance demands, requests for reporting, and other state nuances suggest the need for targeted management. To this end, GB announces a new Adjuster Licensing Department responsible for:

- Identifying and communicating Best Practice licensing for adjusters in all states;
- Creating a database for license tracking; and
- Monitoring compliance through various reports.

The new department also provides training and educational resources, materials and a company website outlining details on securing a license, applications, and examinations.

One-hundred percent compliance with state licensing requirements is key to GB's success. For more about this value-added service, contact your Gallagher Bassett Account Representative.





# TAKE ADVANTAGE OF THE “CALM”

## Reexamine Property Insurance Appraisals

In the wake of Hurricane Katrina and in light of increased oil prices, material, labor, and transportation costs are rising through the roof. The result: immediate impact on the insurance industry and the need for accurate, well-documented insurable values.

Preparing clients for catastrophic events is critical in today's environment, demanding team effort between underwriters, carriers, brokers, and appraisal personnel. Gallagher Bassett can help make sure your clients' property is appropriately insured. Through careful examination of building and equipment coverage, GB eliminates over-insurance costs and under-insurance worries. With replacement or reconstruction valuation appraisals, your clients can find comfort in sound insurance values.

## Replacement Cost

This is the cost to construct or replace, at one time, an entire building of equal quality and utility. Modern materials and current methods, designs and layouts are used for replacement. Replacement cost does not account for the following:

- Improvements necessary to meet updated building codes
- Demolition or debris removal
- Site accessibility or site work
- Reuse of building components or services,
- Overtime or bonuses for labor
- Abnormal soft costs
- Extraordinary fees and premiums for materials or other contingencies.

For insurance purposes, the prices used for labor, materials, overhead, profit and fees are those in *effect immediately prior to the loss*.

## Reconstruction Cost

This is the cost to replicate construction at current prices, using like kind and quality materials, similar construction standards, design/layout and quality of workmanship. Although cost per square foot is typically higher than replacement cost, GB believes that this cost appraisal more accurately represents the actual cost to rebuild.

Site-specific and process-related costs account for the following:

- Adjoining non-construction areas
- Insured's property
- Economies of scale
- Dangerous/hazardous materials and mold

## Annual Update Service

Following any appraisal, GB's Annual Update Service offers yearly upkeep and fresh insurable values. Clients who utilize the Appraisal Update Service benefit in three important ways:

1. Current asset values maximize every premium dollar spent.
2. In the event of a catastrophe, a **Proof of Loss feature** helps clients determine the extent of damage, estimate repair costs, and prepare the Proof of Loss Schedule.
3. The primary appraisal's useful life can be extended from a five-year standard up to seven years.

Buildings and equipment usually represent the greatest assets on your clients' balance sheets. Given the magnitude of risk inherent in property insurance coverage and the extent of the loss adjustment process, the time for professional valuation services is now.

*For more information on Gallagher Bassett's Appraisal Services, contact Gary Wood, Senior Account Executive at 630-694-5133 or via e-mail at [Gary\\_Wood@gbtpa.com](mailto:Gary_Wood@gbtpa.com).*





# BRIDGING THE CLAIMS EFFICIENCY GAP

## New ClaimZone Enhancements Add to Claims Efficiency

MountainView Software Corporation (MVSC), a division of Gallagher Bassett, continues to build on the already robust, web-based ClaimZone Enterprise Edition (CZEE). A new Business Rules Engine and Expanded Reporting features provide:

- Faster claims management
- Elimination of data redundancy
- Improved reporting capabilities

## Business Rules Engine

New Business Rules enable CZEE to respond more intelligently with specific actions, depending on certain user parameters. These specific actions—or rule templates—come in two basic types:

- Validation templates: intended to prevent progression of some type.
- Action templates: notify the user (i.e., via an e-mail alert) when certain conditions have been met, and may be set up to create data values in the system.

CZEE's Business Rules Engine also provides you with the convenience of automatic e-mail alerts and diary creation options.

## Reporting Power

CZEE provides you with secure, easy-to-generate reporting power. Dozens of management reports come standard with your application. CZEE also contains an ad hoc reporting feature, which allows you to easily create and save custom reports. Saved reports are stored in a vault where they may be accessed and reviewed, anytime and anywhere—all within the secure, online application.

## Invitation to Your Success

Contact MountainView today to schedule a demonstration of CZEE's capabilities. In addition to the features mentioned above, CZEE will provide you with financial, administrative, diary, and notes features that will allow your team to quickly and efficiently manage all commercial lines of claims. Call (888) 533-1122, visit the MountainView website at [www.mvsc.com/contacts.cfm](http://www.mvsc.com/contacts.cfm), or contact your Gallagher Bassett Account Representative.



# PLUG INTO AUDITS

## Risk Data Audits: Quality Assurance for Your Analysis

In a data-centric risk management world, one is often tempted to perform analysis without knowing the integrity of the data behind it. Shelter Island Risk Services, a unit of Gallagher Bassett Services, can tailor a practical data quality program that assures efficient, reliable analysis.

Perhaps 90% of the data entered into insurance, claim, and exposure systems is never used in any analysis.

Spending precious resources on maintaining unused data is wasteful. On the other hand, the remaining 10% of useful data can have immediate and long-term implications, including such variables as:

- Amounts paid
- Reserve values
- Lost control
- Demographic coding

Given expansive data volume and the gap between data entry people and those using it, data error is a given—but Shelter Island Risk Services can help you manage it. First, this effort does not duplicate Sarbanes Oxley regulations. Risk Data Audits focus on the most important pieces of data relevant to risk management applications, including:

- Cost allocation
- Retention analysis
- Program marketing
- Cost control
- Safety
- Accounting

Emphasis is on the non-financial variables (such as claimant characteristics or loss causes) that are critical in driving claim outcomes. For every Audit, Shelter Island Risk Services provides these functions:

**Compliance Testing** Shelter Island Risk will ensure proper entries for a given field, for example, status indicating valid codes as either Open (O) or Closed (C). Shelter Island Risk can test many other fields for far more complex entries.

**Business Rules** Shelter Island Risk will confirm important, basic relationships among variables. For example, if a claim is closed, the closing date should be indicated (and that closing date should be after the report date, etc.). Shelter Island can build and test the logic for far more intricate cases, flagging violations of the rules.

**Normalization** Shelter Island Risk will develop rules to group and consolidate similar entries. When adjusters enter a free form text field, such as a “defense law firm name,” even the smallest variation in spelling or punctuation can create confusion. For instance, “Smith LLC” (without the comma) and “Smith, LLC” (with the comma) may refer to the same company, but the database sees them as two different names.

Let Shelter Island Risk Services help you with proven, tested quality data—ripe for productive analysis. For more information, contact Shelter Island Risk Services at 1-800-749-1535 or send an e-mail to [info@sirisk.com](mailto:info@sirisk.com).





# ADVANTAGE

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## **GB International** Opens New Office in Victoria, Australia

### Box Hill, Victoria, Australia

GB Australia has opened a branch office in Box Hill, Victoria. Box Hill is a suburb of the Victorian city of Melbourne. The office houses the expansion of GB's VWA operations. It also provides a training facility for both staff and clients. Brent Burnham is the Branch Manager of Box Hill and reports back to John McNamara, General Manager Victoria.

This office provides the necessary expansion space and training facilities required, as well as, providing a location to move the Victorian and NSW work cover operations should a catastrophe arise.

Gallagher Bassett Australia has almost 600 staff handling multi-line claims for Insurers, Government Entities, and Private Industries throughout Australia and News Zealand.

Any questions about the above article or GB Australia please contact Russ Parsons Executive Vice President, GB international by e-mail at [Russell\\_Parsons@gbtpa.com](mailto:Russell_Parsons@gbtpa.com), or phone (847) 413-0919.

