

## CASE STUDY

# FIND OUT HOW WE REDUCED PROGRAM COST AND DROVE BETTER CARE AT THE ONSET OF A WORKERS' COMPENSATION INCIDENT

GALLAGHER BASSETT PARTNERED WITH ONE OF THE NATION'S LARGEST AND FASTEST-GROWING PROVIDERS OF PERSONAL HOME CARE AND SUPPORT SERVICES TO MEET THE CLIENT'S GOAL OF PROVIDING COST-EFFECTIVE CARE AND PERSONAL ASSISTANCE.

## MARKET-LEADING EXPERTISE

Gallagher Bassett was challenged with finding a suitable way to engage with and enable a distributed workforce with access to the right level of care and resources at the onset of a workers' compensation incident.

We implemented a partnership model to innovate, engage, and execute a solution that addressed their business challenges, enabled early identification, and ensured they continued to deliver a service that allowed patients to remain in their homes during vulnerable times.

The key component of the solution was GBCARE's PC365.

## HOW WE APPROACHED THIS CHALLENGE



Beginning in January 2019, GB worked with the employees to successfully roll out the PC365 program, providing them with the ability to deliver the right level of care at the point of injury.



Monthly discussions and temperature checks of the PC365 service took place to optimize the program's utilization. Employees quickly acclimated to the program enhancement and drove an **85% utilization rate**.



The PC365 Interactive Dashboard allowed GB experts to identify locations within the business that were not utilizing the service – allowing GB to provide them with tailored training and on-the-ground support.

# WORKING IN A COLLABORATIVE MANNER HAS BEEN CRITICAL IN ROLLING OUT THE SUCCESSFUL UTILIZATION OF THE PC365 INTERACTIVE DASHBOARD.

PC365 has been an invaluable tool in helping to reduce program cost, while providing employees with immediate medical support at the time of the injury. In addition, PC365's dynamic analytics gave valuable visibility into the program and allowed for seamless automation of claim reporting.

This approach resulted in the following outcomes for our partner at 12 months:



**85% PC365 utilization**



**23% reduction** in attorney involvement



**2.5 days reduced** reporting lag



**23% increase** in the number of claims closed



**23% reduction** in claims count per \$1MM of payroll



**47% reduction** in lost time claims per \$1MM of payroll



**\$4,000 average reduction** in incurred claim costs

Find out how we can partner with your business to increase closures and reduce program costs to effectively decrease your total cost of risk.