

AmeriHealth Casualty Services helps hospital client save money



AmeriHealth Casualty Services has a broad range of clients from a variety of industries, including hospitals. When AmeriHealth Casualty Services became the administrator for one of our hospital clients four years ago, we found that they were having difficulty managing claims processing. To help, we developed a customized workers' compensation tracking solution that provides both the insured parties and the administrators with a smoother and easier-to-track process. Features of the improved set-up include:

- A detailed management program that can capture location, department, and occupational loss information
- Customized reports showing track loss data and injury trends generated by our state-of-the-art risk management information system
- An online claims platform and comprehensive training, giving the insured 24/7 in-depth access to their data

This solution proved to be extremely successful for our client, resulting in:

- A more targeted approach to loss prevention and safety training
- The ability to access data and reports at a moment's notice to supplement and enhance internal reports and meetings
- A deeper and more comprehensive understanding of their loss data and claims history

Our hospital client also experienced significant savings as a result of the workers' compensation solution we created for them. In light of the data provided, they improved their managed care program and reduced medical costs. Highlights of their improved workers' compensation program include:

- An aggressive nurse case management plan through which our nurses and adjusters resolve claims in a timely and cost-effective manner
- An enhanced return-to-work program to safely transition employees back to work and lower indemnity expenses
- A consultative loss prevention approach that helps reduce exposures that generate accidents

As a result of all these changes, the client was able to reduce the number of paid days lost by 43 percent over the past three years and save more than \$450,000 below the usual and customary rate on bills from providers outside the client's own hospital system.

**Learn how you can save with
AmeriHealth Casualty Services**

Call 1-800-335-5972

The benefits of a dedicated Client Services Manager

Our hospital client was able to see such great improvement thanks to the help of their AmeriHealth Casualty Client Services Manager. Client Services Managers serve as a dedicated point of contact to ensure timely and accurate communication with clients by:

- Customizing reports to meet the specific needs of the account
- Developing the most convenient, accurate panel for the various locations insured under each policy
- Conducting claim reviews to discuss the progress of claims
- Coordinating implementation meetings to address specific needs of the account, and to supply online training

Overall, by providing services such as an aggressive nurse case management plan, a proactive claims management plan, and our safety and loss prevention programs, coupled with our cost-effective network, we were able to help this client achieve their goal of reducing losses and saving money.

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