

Workers' Comp Benchmarking Study – Humanizing Digital Transformation



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A FEW THINGS TO KNOW

- Volume: Be sure to have the volume turned up on your computer to hear the audio for this webinar.
- Questions: To ask a question about the content of the presentation during the event, you may use the Q&A panel widget located on your screen. We'll be leaving time at the end of the presentation to answer them.
- Problems: If you encounter a problem during today's webinar, please send us a message in the Chat panel located on your screen.
- Presentation and Recording: A copy of the slides and a recording of today's webinar will be posted at www.riskandinsurance.com. We will email links to all attendees.
- Workers' Compensation Benchmarking Study Report: A complimentary copy will be emailed to attendees after the webinar.

SPONSOR: RISING MEDICAL SOLUTIONS

- Rising Medical Solutions (Rising) is a national medical cost containment and medical care management firm.
- Rising serves payers of medical claims in the workers' compensation, auto, liability and group health markets.
- Rising directs and publishes the annual Workers' Compensation Benchmarking Study that focuses on the complex factors impacting claims management today.
- Visit www.risingms.com to learn more about Rising's portfolio of products and services.

PRESENTERS



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2024 WORKERS' COMPENSATION BENCHMARKING STUDY

CLAIMS MANAGEMENT OPERATIONAL STUDY



Balancing **Digital Transformation** and
Human-Centered Claims Management

- Industry's **largest annual study** of claims leaders & frontline staff
- **12th year of** conducting the study
- Research conducted in **Nov 2024**
- Based on **qualitative, first-person focus group research** with claims, clinical, & medical management executives
- Report **reveals real-world strategies** participants are using to overcome high priority challenges identified in prior survey research
- Report just published in **early Aug 2025**

Tying together the entire Report is a common theme of how to balance AI and digital transformation with human-centered claims management

FOCUS GROUP RESEARCH -- PARTICIPANT COMPANIES



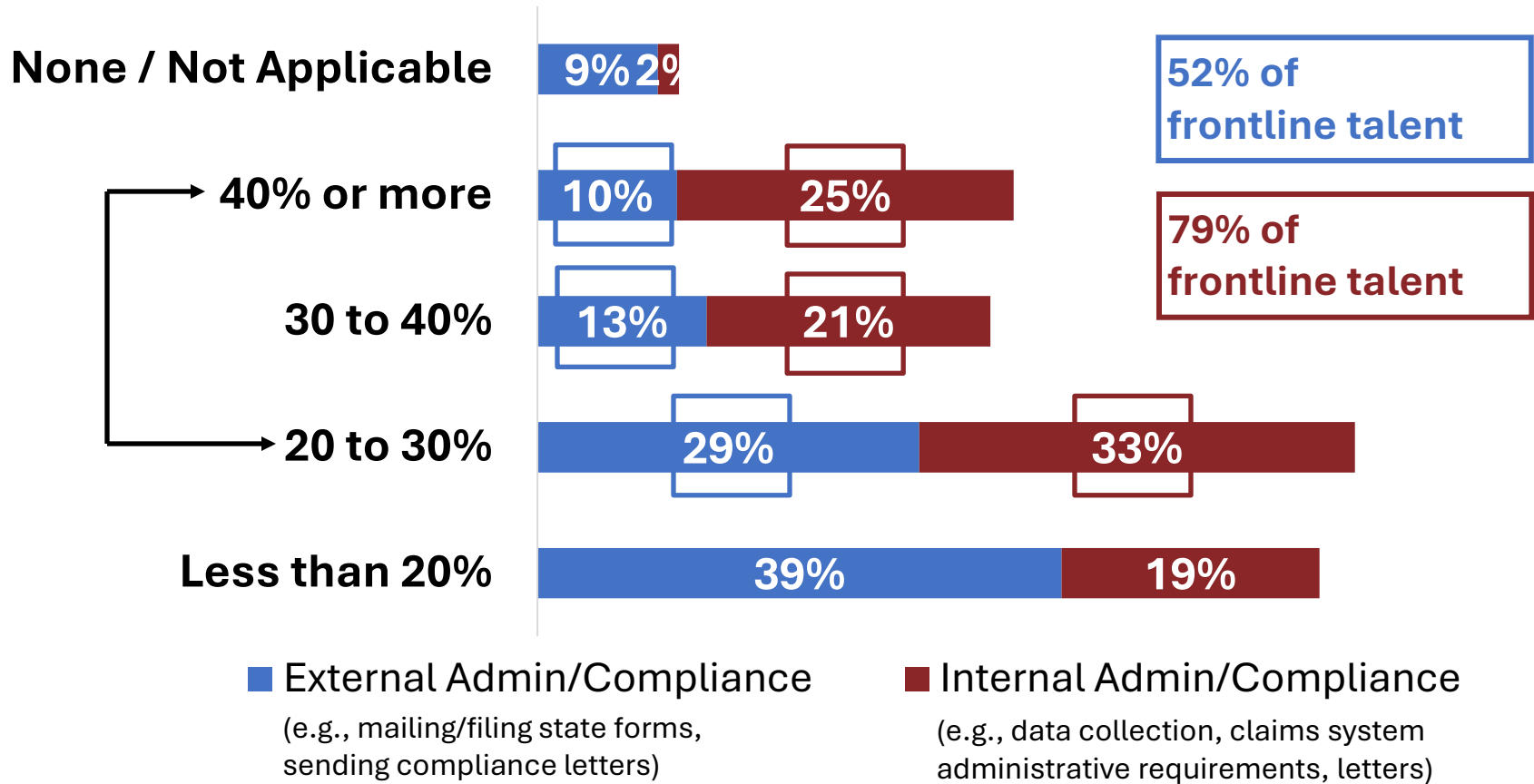
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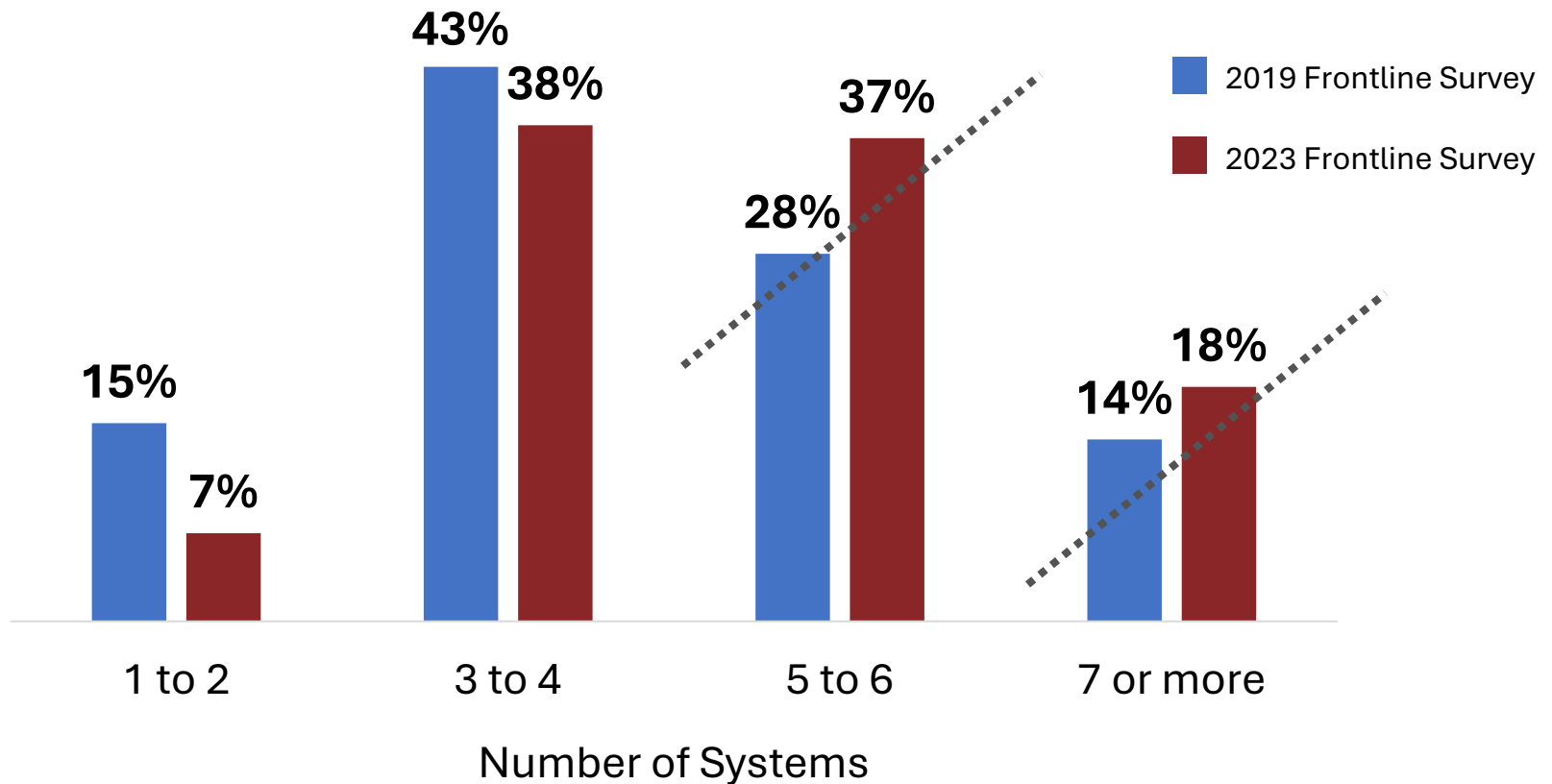
REDUCING ADMINISTRATIVE BURDEN

Percentage of Time Frontline Staff Spend on External & Internal Admin/Compliance Activities



REDUCING ADMINISTRATIVE BURDEN (CONT.)

Including internal and external programs/systems, how many systems do you utilize in the daily management of claims?
(i.e., claims system, UR, legal, bill review, payment systems, web portals, etc.)



ENHANCING HUMAN CONNECTIVITY

Percentage of Frontline Staff That Need More Training

62%

need empathy training

59%

need critical thinking skills training

49%

need communication skills &
active listening training

45%

need customer service skills training

34%

need training in
understanding psychosocial risk factors
& mental health issues
(with less experienced staff
indicating greater need)

BUILDING THE WORKFORCE OF THE FUTURE

What technology, artificial intelligence (AI), or analytics solution would be most helpful to you in managing claims?

Automation of administrative tasks such as form filing or other regulatory requirements	35%
Automation of claims tasks such as indemnity payments or bill pay	17%
Prescriptive analytics to help me determine what intervention or activities will achieve the best claim outcome	17%
Analytics with alerts that proactively predicts or identifies when medical treatment is expected to or exceeds evidenced based medicine treatment guidelines or benchmarks	14%
Analytics with alerts that proactively predicts or identifies when the length of disability is expected to or exceeds benchmarks	7%
Analytics with alerts that proactively predicts or identifies psychosocial risk factors	3%
Analytics with alerts that proactively predicts claim litigation risk	2%
Other	5%

FINAL THOUGHTS

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