

Workers' Comp Benchmarking Study – Turning Priorities into Performance



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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

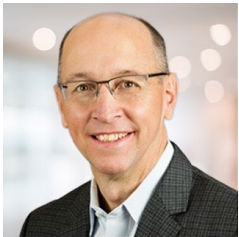
- Rising Medical Solutions (Rising) is a national medical cost containment and care management firm.
- Rising serves payers of medical claims in the workers' compensation, auto, liability and group health markets.
- Rising directs and publishes the annual Workers' Compensation Benchmarking Study that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

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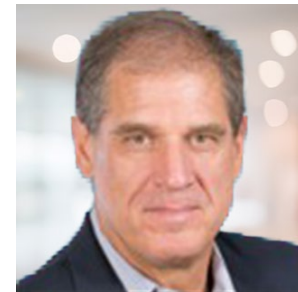
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THE PERFORMANCE GAP ISN'T STRATEGY— IT'S EXECUTION

Most claims organizations are pursuing:

AI & Automation

Workflow Improvements

Enhanced Frontline Experience



Results vary
dramatically

WORKERS' COMPENSATION BENCHMARKING STUDY LENS

Industry's largest annual survey of claims leaders & frontline staff

Latest study surveyed 338 claims leaders in late 2025 across 50+ data points

Examined how claims organizations are evolving their people, processes & technology

Data comparison lens – Higher Performers & Lower Performers

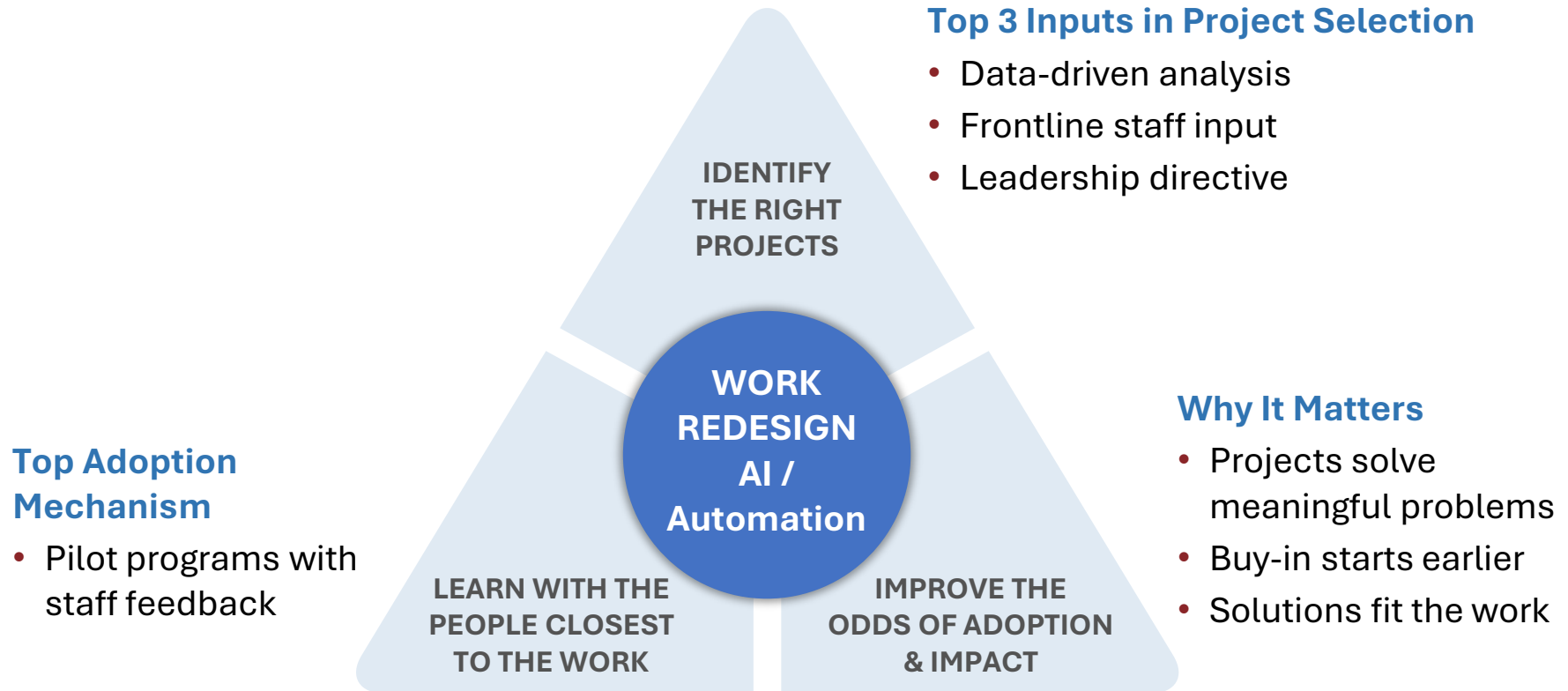
Higher performers $\geq 101\%$ closure ratios; Lower performers $\leq 100\%$ closure ratios

Report publishing in Fall 2026

HOW HIGH PERFORMERS SET UP SUCCESS

PROJECT PRIORITIZATION & ADOPTION STRATEGIES:

How high performers learn before scaling



HOW HIGH PERFORMERS REDUCE FRICTION

REDUCING FRICTION THROUGH PRACTICAL AUTOMATION:

How high performers reduce operational drag

Top 3 AI / Automation Projects

		Lower Performers ($\leq 100\%$)	Higher Performers ($\geq 101\%$)
1	Medical reports summarization	26%	50%
2	Claims plan of action and/or strategy summarization	17%	28%
3	Prescriptive analytics for decision support	12%	24%

Top 3 Outcomes

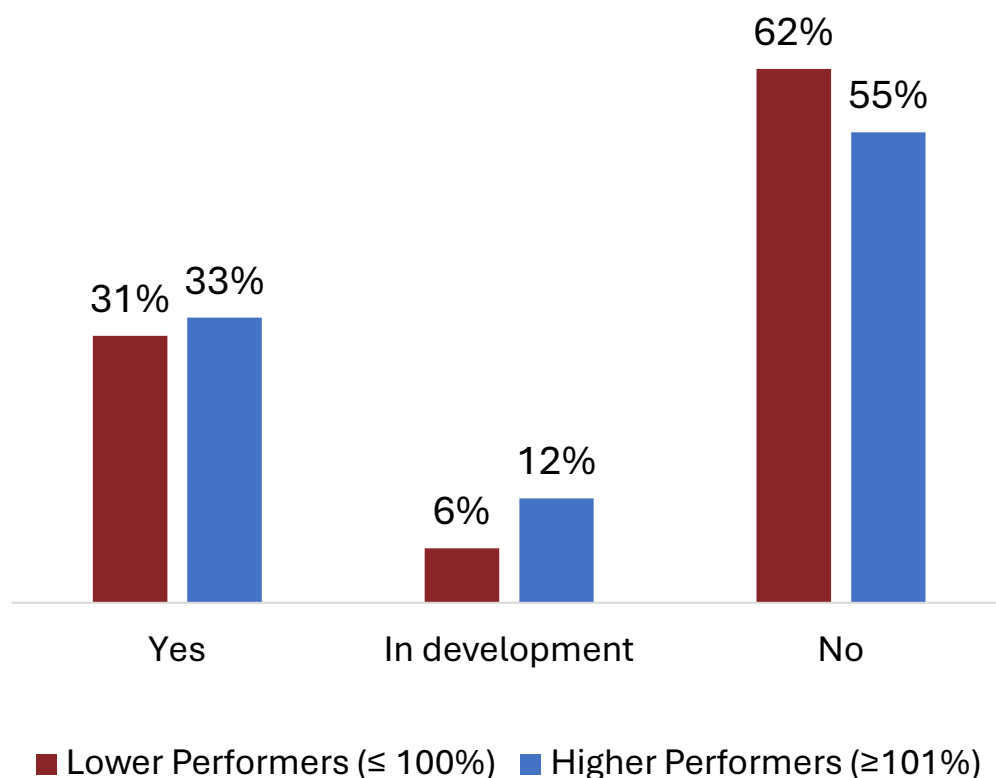
- 1 Increased staff efficiency
- 2 Improved documentation accuracy
- 3 Improved job satisfaction

NOTE: respondents could select more than 1 answer for both questions

REDUCING FRICTION THROUGH BETTER COORDINATION:

How high performers reduce operational drag

Adoption State – Centralized Vendor Portal



Vendor Coordination Benefits

Top 3 Impacts

- 1 Speed to care
- 2 Phone call / email volume
- 3 Vendor SLA / KPI performance

Moderate to Significant Improvement
(by 20% to 40%+)

HOW HIGH PERFORMERS MAKE CHANGE STICK

CREATING AN INNOVATION CULTURE:

How high performers sustain strategy execution

What Helps Change & Improvement Stick	Lower Performers (≤100%)	Higher Performers (≥101%)
Modeling: Leadership actively models and encourages innovative thinking and change adoption	39%	67%
Storytelling: Regular sharing of best practices and innovation success stories within the team	46%	46%
Structures: Staff led initiatives such as innovation committees and suggestion platforms	32%	43%
Cross functional collaboration programs to generate new ideas	27%	35%
Formal innovation training programs such as workshops or learning modules	26%	33%
Incentives for technology adoption such as awards, bonuses, or advancement	10%	16%
Access to innovation labs or pilot testing environments	8%	10%
Time / Protected Capacity: Dedicated time to pursue projects such as innovation sprints or days	8%	8%

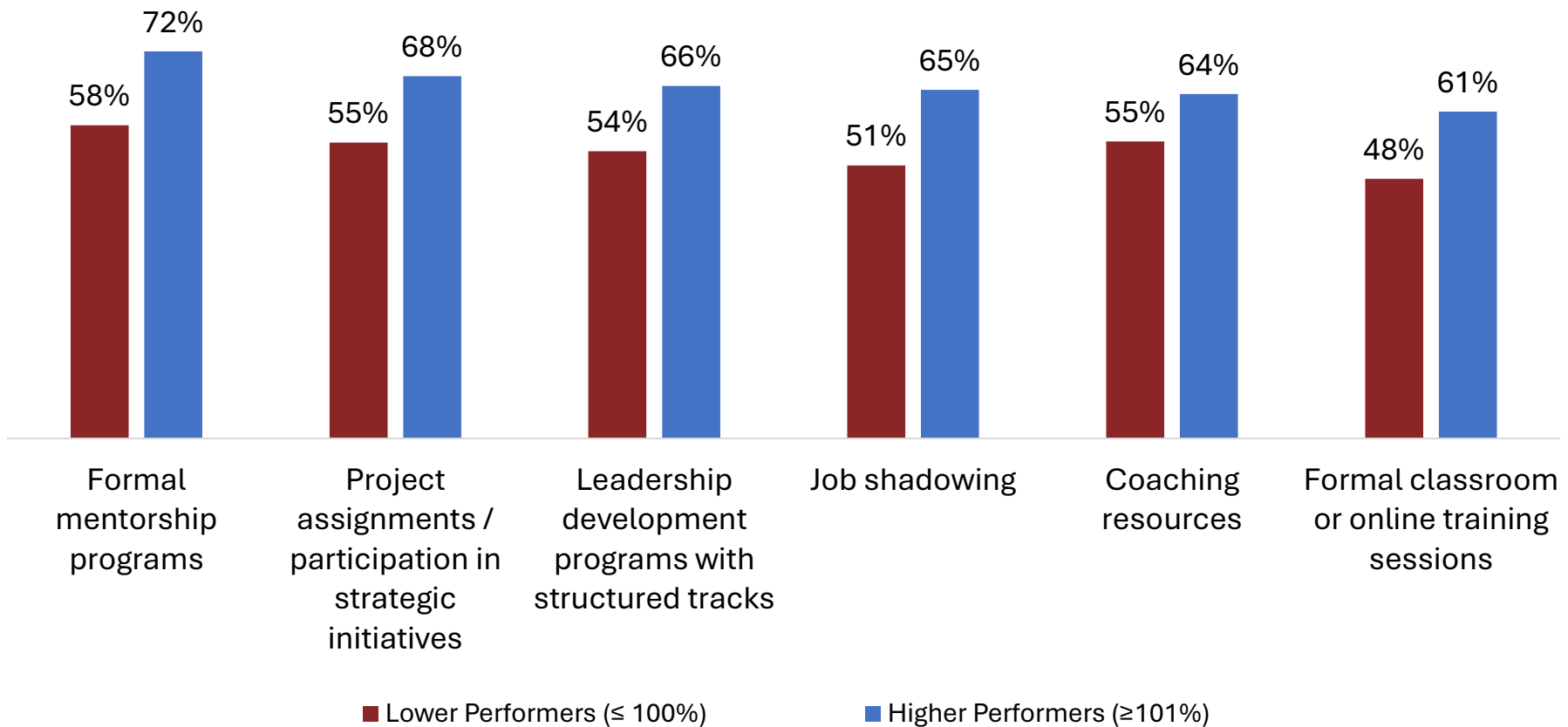
NOTE: respondents could select more than 1 answer for this question

HOW HIGH PERFORMERS BUILD STRENGTH

DEVELOPING CAPACITY TO KEEP IMPROVING:

How high performers build readiness for future performance

Top Knowledge Transfer & Career Advancement Mechanisms



KEY TAKEAWAYS

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