TIME LINE FOR CLAIMS PROGRAM – Revised 12/05/11

October

- Selection of claims management software-**DONE**

November

- SIP Certification for claims handling-**DONE**
- Obtain approval for purchase of claims management software and phone system-**DONE**
- Recruitment of Claims Specialist & Technician/screen applicants-**DONE**
- Selection of scanner/copier -**DONE**

December

- Interviews for Claims Specialist & Technician-**DONE**
- Order work stations for Claims Specialist & Technician-**DONE**
- Installation of new phone system-**DONE**
- Delivery of scanner/copier-**DONE**

January

- Start date for Claims Specialist & Technician>02/01/12-**DONE**
- Completion of Claims Policies and Procedures
- Meet w/York to determine business rules and conversion-**DONE**
- Conversion of data from York so closed files can be scanned into system-**N/A**
- Begin scanning of closed files-start with medical only claims-**N/A**
- Determine process for notifying DIR of change of administration of claims-**DONE**
- Send new SIP applications to Members-need to obtain Board resolutions to Self-Insure-**DONE**

February

- Training
- Development of work flow for Bill Review and Utilization Review
- Finish scanning closed files-**N/A**
- Development of medical provider and medical management contact list within each county
- Benefit Notice Letter Generation – REVIEW - **DONE**
- Attend PARMA 02/14/12-02/17/12-**DONE**
- ***NEW-***Submit Applications for Certificate of Consent to Self-Insure to DIR for approval no later than 2/10/12.
- ***NEW-***Development of Employee Brochure to notify all employees of change in workers' comp administrator
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March

- Training for new software
- Attend annual Dept. of Workers' Compensation Conference-March 5-6
- Completion of Benefit Notice Letters-**DONE**
- ***NEW-***Review of York template letters
- Notification to employees of change in workers' comp administrator
- Board Meeting-Presentation of workers' comp program and work flow

- Meet with defense attorney’s to introduce myself and go over litigation procedures
- Pick up closed open and closed case files from York

April

- Go Live with Trindel claims