WORKERS' COMP CLAIMS SOFTWARE

A new software program is needed for Trindel's workers' compensation program. This report outlines the research I have done to identify the claims software that fits Trindel's needs now and in the future.

Background Information:
Trindel currently uses Claims Connect, which is York's proprietary claims handling software. This software was initially designed for liability claims adjusting. Additional, Claims Connect was not and is not designed for use by outside entities. The York software relies solely on internet connectivity and speed. Because of Trindel's location and nature of business, an internet based software is not our best option.

Issues:

1. Trindel does not have the control to be able to "customize" the claims software to our needs. It is not user friendly.
2. Trindel does not have control over any software program problems. We are at the mercy of York to fix problems that arise.
3. Because we are on their server, the system is very slow. This creates a lot of down time for us, thus taking it much longer to complete tasks that should only take a very short amount of time.
4. There are many "work-arounds" that we have had to figure out on our own. They waste a lot of our time.
5. We do not have the capability of running management reports. We have to request them from York and it sometimes takes days before we get them.
6. Software is outdated and our suggestions for enhancements are not taken into consideration.
7. We are not kept apprised of changes to the software, York's processes or letters until after they happen.
8. We are not informed of when Claims Connect is "down".
9. Letters are formatted with York's name in them, so we have to proofread the letters to insert our name in place of theirs.
10. The wording of the letters is programmed by York. We are unable to change this.
11. We are not able to choose our own bill review or utilization review vendor because our contract with York prohibits that. We find their WellComp bill review and utilization review to not be "customer service" oriented, or flexible when they need to be. They are very difficult to communicate with and get ahold of.
12. We found that York was not reporting the First Reports of Injury, nor the Second Reports of Injury. This is mandatory reporting by the Dept. of Workers' Compensation. We will have complete control over all mandatory reporting with JDi.
13. We have not been getting Medicare error reports from York via our current Medicare vendor (Gould and Lamb) to make corrections.

Claims Software Solution

I have analyzed the different options available to Trindel shown on attachment A. The software program I am proposing is JDi. I am most confident that JDi will do the job we need it to do and enable us to streamline our work process for ourselves, you as members and our injured employees.

JDi has been in business for over 30 years. Claims Manager® was developed and is maintained by JDi's internal staff. It provides functionality in claims adjudication and includes modules that focus on claim and litigation management, tracking allocated expenses, and a variety of activities related to the collection and analysis of injury loss related information. The system allows for the generation of user-defined forms and reports that produce the insight necessary for management.

One big concern I have had in looking for new software is how enhancement suggestions would be handled. The other two companies treat enhancement suggestions from their clients as recommendations. JDi treats enhancements as just that. They want to work with their clients to make the claims software as user friendly and productive as possible. I have talked to other claims administrators that have this system and they say that JDi does listen to their suggestions and puts them into action when at all possible. They don't believe in "work-arounds" and make sure the system is working properly when upgrades or new versions are rolled out.

Cost comparison:
While the annual costs for JDi is more than Systema, when looking at the total costs over a five year period JDi is lower. When comparing "apples-to-apples", JDi's system package is much better than the other two companies. In addition, the cost of JDi is actually lower per month than our current monthly cost with York.

The terms of payment required by JDi to get started with the planning and conversion is $43,000 (one-time fee) upon executing the Software License Agreement and then monthly payment of $3,250 (annual fee) on the first day of the month following the "go live" date. The annual fee will be the same for five years. After the fifth year, the price for annual support will be at JDi's then-current rate for support.

Approach and Timing:

Data clean-up by Trindel prior to conversion:	**Completion Dated**
Identify claims with proper settlement information	COMPLETED
Correct litigation information	COMPLETED
Correct Medicare reporting errors	10/01/2014
Complete missing fields	10/01/2014

JDi Plan of Action

See Appendix A

RTS Claims Manager Server Implementation Project

See Appendix B

Conclusion:

As I said previously, I feel confident that this software will serve our needs and will be sustainable as we grow. It will help us "fine-tune" our program and streamline our work processes to be more efficient in managing our claims.

Lisa Mitchell
Trindel Insurance Fund
Director of Workers' Compensation Injury Management Program

ATTACHMENT A

CATEGORY	JDI	SYSTEMA	NAVRISK
ANNUAL COSTS			
LICENSES	$36,000	$25,800	$120,000
INTERFACE MAINT.	2000	NOT LISTED	NOT LISTED
MEDICARE REPORTING	1000	NOT LISTED	NOT LISTED
ACCESS-A-D0C MGMT	1000	2,500	NOT LISTED
TOTAL	$40,000	$28,300	$120,000
ONE-TIME COSTS			
DATA CONVERSION	$15,000	$22,600	$30,000
IMPLEMENTATION/DEPLOYMENT	10,000	79,200	48,000
TRAINING	INCLUDED	*6,600	*8,000
TOTAL	$25,000	$101,800	$78,000
**Travel expenses not included*			
INTERFACES/MODULES-ONE TIME COSTS			
ISO	$5,000	$2,500	$9,500
SAGE ACCTING	5,000	5,000	15,500
BILL REVIEW	1,000	5,000	10,500
UTILIZATION REVIEW	1,000	5,000	10,500
MEMBER RPT-A-CLAIM MODULE	2,500	10,000	17,500
EDI (FROI/SROI) CALIFORNIA	1,000	5,000	10,000
MEDICARE REPORTING SET-UP	1,000	2,500	10,000
MICROSOFT PLUGINS	INCLUDED	NOT OFFERED	NOT OFFERED
EBILLING	5,000	5,000	10,500
TOTAL	$21,500	$40,000	$94,000
OTHER CONSIDERATIONS			
HOURLY RATES	$125	$165	$200
ENHANCEMENT REQUESTS	INCLUDED	BILLABLE	BILLABLE
TOTAL PROJECTED COST OVER 5 YEAR PERIOD			
	$246,500	$324,854	$772,000