

EPIC RISK CONSULTING

Maximizing Cost Containment and Recovery - Case Study

March 2021

Client and Challenge:

A large national retail company was facing year-over-year (YOY) 10% growth in their Workers' Compensation program

Managed Care

Optimization Strategy:

Our **five-step approach** provided a detailed analysis of the vendor partners in the following areas:

- Processes
- Service utilization
- Outcomes
- Comparison to market results of Top Tier Programs
- Identification of delivery motivators for injured employees

Our Solution:

- Implemented service process changes
- Added services to the program to improve the delivery of care and reduce costs
- Created an ongoing oversight program to track results of program changes proactively

Outcomes:

- EPIC Impact Managed Care Optimization Program delivered an **increase in medical savings outcomes by 15%**
- In California alone, **Workers' Compensation savings improved by 25%**
- Employee satisfaction increased due to better claims handling and faster return to work for injured workers, resulting in **17% reduction in lost time claims**
- Workers' Compensation savings on an Ultimate came to **\$14.5M over three years**