

CASE STUDY

FIND OUT HOW WE REDUCED MEDICAL COSTS BY 19% AND DECREASED LOST-WORK DAYS

Gallagher Bassett partnered with this leading building materials company to meet the client's goals of zero lost time claims for workers' compensation and delivered increased closure rates.

MARKET-LEADING EXPERTISE

Gallagher Bassett took a partnership oriented approach to advocate, innovate, engage, and execute with this client to identify opportunities within their managed care program. The client – a global leader in the building materials industry – had a goal of zero lost-time claims for their Workers' Compensation program. Our GBCARE advisor partnered with the client, helping them to identify opportunities within their managed care program, which led to implementing clinical guidance.

A highly coordinated medical management strategy was developed, which, together with clinical guidance, met the client's goals of monitoring paids, closures, and lost-work days. This enhanced program continues to drive superior outcomes today.

HOW WE APPROACHED THIS CHALLENGE



Implemented monthly working sessions to review LUMINOS interactive dashboards to monitor trends and outliers as well as client KPIs related to paids, closures, and lost-work days.



Developed quarterly SMART benchmark reports for internal risk management reviews, ensuring transparency.



Introduced a custom auto-liability bodily injury claims handling model, with a laser focus on timely resolution of those files, leading to a reduction in ALBI costs.

Working in a collaborative manner has been critical in achieving these results and has led to a successful multi-year renewal for the two parties, based on the shared success. Effective communication was found to be critical to this outcome, with the team remaining hyper-vigilant in monitoring the three key KPIs for the project.

This approach resulted in the following outcomes for our partner at 12 months:



Reduced average medical costs paid on all WC claims **by 19% year-over-year**



30% fewer lost-work days on average



17% lower incurred and **5% higher** closure rate on similar claims



Decreased average duration **by 13% year-over-year**



Reduced average litigation rate **by 2.5%**



73% savings in partial direction of care states



Open claims with attorney involvement **dropped 22%**

We partner with our clients to decrease total claim cost and duration through a strategic and collaborative approach. We work closely together to strategize on both short- and long-term goals. This includes identifying immediate opportunities for enhancements or changes to their program and developing tailored plans to further improve their outcomes

Find out how we can partner with your business to reduce paid, increase closures, and decrease lost-work days through our market-leading expertise and on-the-ground approach.