



# Group Insurance Board

2005 ICI and LTDI Program Update

**February 21, 2006**



# Agenda

- **Projects and Approaches in 2005**
- **Performance**
  - **Customer Service**
  - **Administration**
  - **Claims Overview**
- **2006**
- **Questions and Answers**

## 2005 Projects/ Approaches

- Integrate into Claim Owner model without service interruption – zero to minimal impact.
- Deliver reporting- timely, accurately.
- Leverage staff continuity and strength of ETF relationship.
- Continue focus on basic customer service.
- Document all processes as needed.
- Discover and implement program enhancements.
- Execute on cyclical and other key deliverables.
- Continue program oversight.
- Extend relationship and organizational commitment

## Customer Service - DETF Feedback

- “The Quality Assurance Services Bureau has seen a significant drop in complaints.”
- “The ETF ombudspersons recorded only 56 disability program inquiries or complaints during all of 2005. ”
- “Typically, when an ETF ombudsperson contact occurs, QASB staff focus primarily on educating members on processes, including administrative review rights, and facilitating communication between the member and the benefit administrator.”
- “56 does not seem high to us - it's an average of less than 5 contacts a month.”
- “During the last quarter of 2005 there were only six recorded contacts compared with 40 during the same period in 2004.”
- Quality Assurance Bureau has now removed disability “complaints” from the GIB quarterly report.

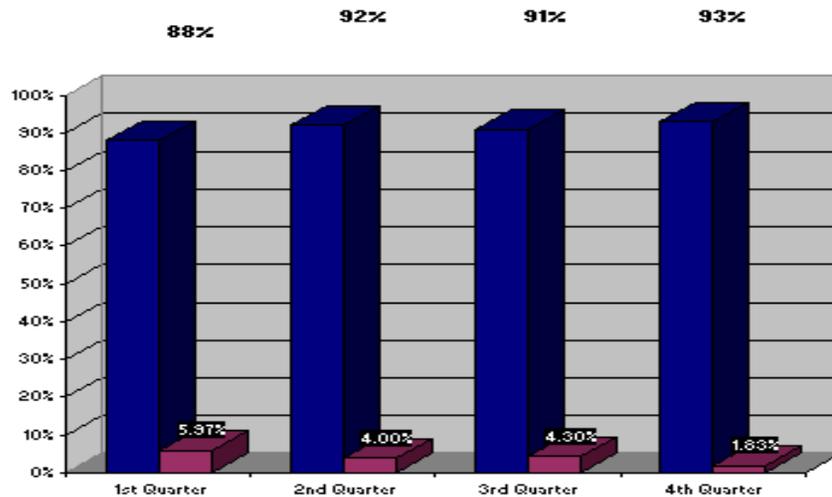
# Ombudsman Activity- Broadspire Perspective

- Ombuds issues have been reduced in number and time to resolve.
- Average about 5 issues/calls a month
  - » Overpayments
  - » Program integration/overlap
  - » Adverse claim decision
- Issues for the most part are resolved within one week rather than lasting months as some had in the past.

## 2005 Performance Measures

- **Phone Statistics- Time to Answer**
- **Correspondence Tracking and Turnaround**
- **Evidence of Insurability- EOI Processing**
- **Customer Service Measurements**

## 2005 Call Volume and Performance



Calls Taken 05 (04)  
16,617 (26,834)

% answered-30 seconds  
91 % (85%)

Calls Abandoned

3.7% (3.6%)

\* all measures exceed standard required by contract

STATE OF WISCONSIN			
ANNUAL REPORT 2005			
YEAR TO DATE			
Telephone Performance			
Annual Report	Total Calls Received	Service Level	Abandoned Call Rate
1st Quarter	7,423	88%	5.97%
2nd Quarter	4,384	92%	4.00%
3rd Quarter	2,845	91%	4.30%
4th Quarter	1,965	93%	1.83%
<b>Annual</b>	<b>16,617</b>	<b>91%</b>	<b>3.70%</b>
		<b>Performance Standard = 85%</b>	

## Correspondence Turnaround

**Total Critical Correspondence\*** **108**  
(152 in 2004)

**Average Response Time** **2.85 days**  
(3.44)

**Total % responded to w/in 10 cal days** **99.07%**  
(90.46%)

### Major Categories

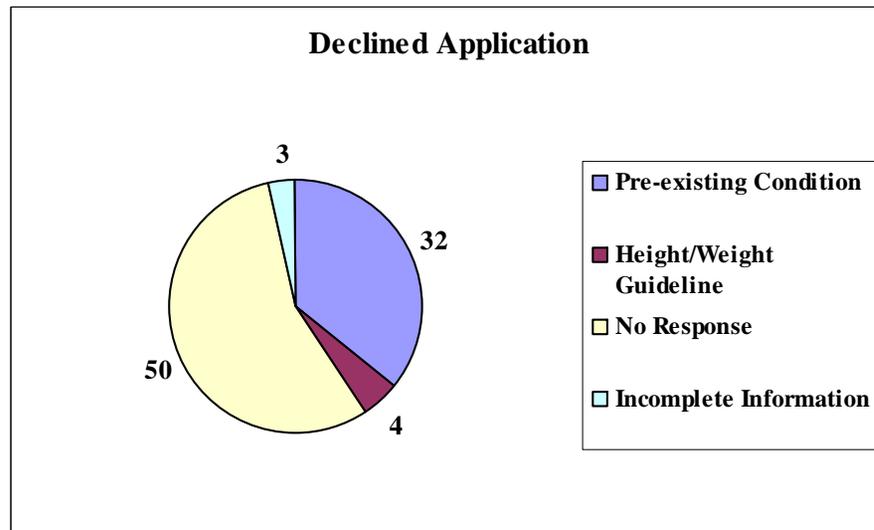
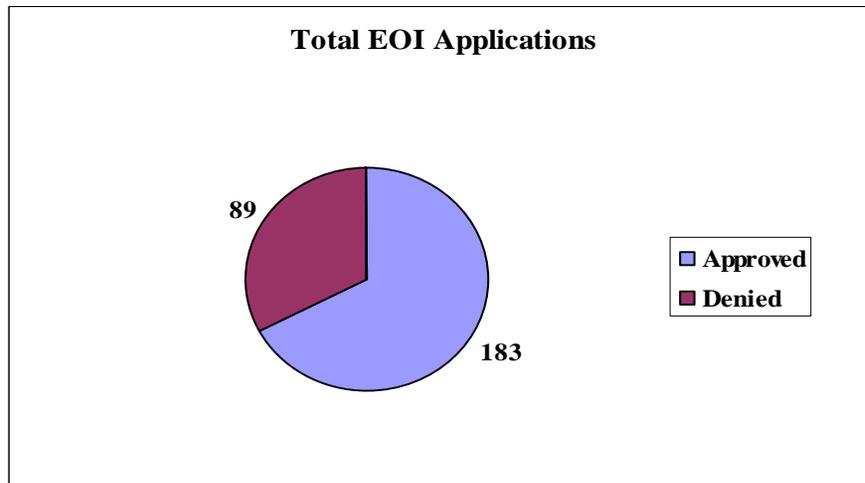
Direct Employer Request	35	32.5%
Adverse Decision	22	20.3%
Clinical Information	15	13.9%
Non Claim Issue	6	5.5%
Payment/Overpayment	6	5.5%
Pending Claim Inquiry	3	2.8%

### Total Correspondence by Benefit Plan

ICI	74	68.5%
LTDI	22	20.4%
Program - General	12	11.1%

\* Requests from ETF - with critical turn around time on research and response

# Evidence Of Insurability



- **Initiation within 5 days:**  
\* 83% (97%)
- **Determination within 30 days:**  
\* 91% (95%)
- **Determination Communicated within 4 days:**  
100% (100%)

\*Q1 was artificially reduced by counting from a wrong date- to the detriment of the statistic. % was maintained for purpose of record integrity. True annualized performance exceeds 95%.

# Customer Service Measures

Wisconsin	Quarterly Report, 2005							
 BROADSPIRE	Performance Guarantee	Frequency of Assessment	Met / Not Met	Results				
				Q1	Q2	Q3	Q4	2005
<i>Customer Service</i>								
Telephone answer speed	Calls answered on average of 30 seconds	Monthly	Met	17	14	16	15	15
Telephone Performance Standard	85% Answered on average of 30 seconds	Monthly	Met	88.0%	92.0%	91.0%	93.0%	91%
Telephone abandonment rate	No more than 4.5% will be abandoned	Monthly	Met	6.0%	4.0%	4.3%	1.8%	4%
Silent monitor audit Intake	95% pass quality score for silent monitoring (polite, accurate, and professional)	Quarterly	Met	98%	99%	98%	98%	98%
Silent monitor audit Clinical	95% pass quality score for silent monitoring (polite, accurate, and professional)	Quarterly	Met	100%	100%	100%	100%	100%
Customer Satisfaction Surveys	Respondents will give an overall rating of excellent, good, and satisfied on a 5-point scale at least 90% of the time	Quarterly	Not Met	83.0%	82.0%	83.0%	82%	82.0%

# Claims Study

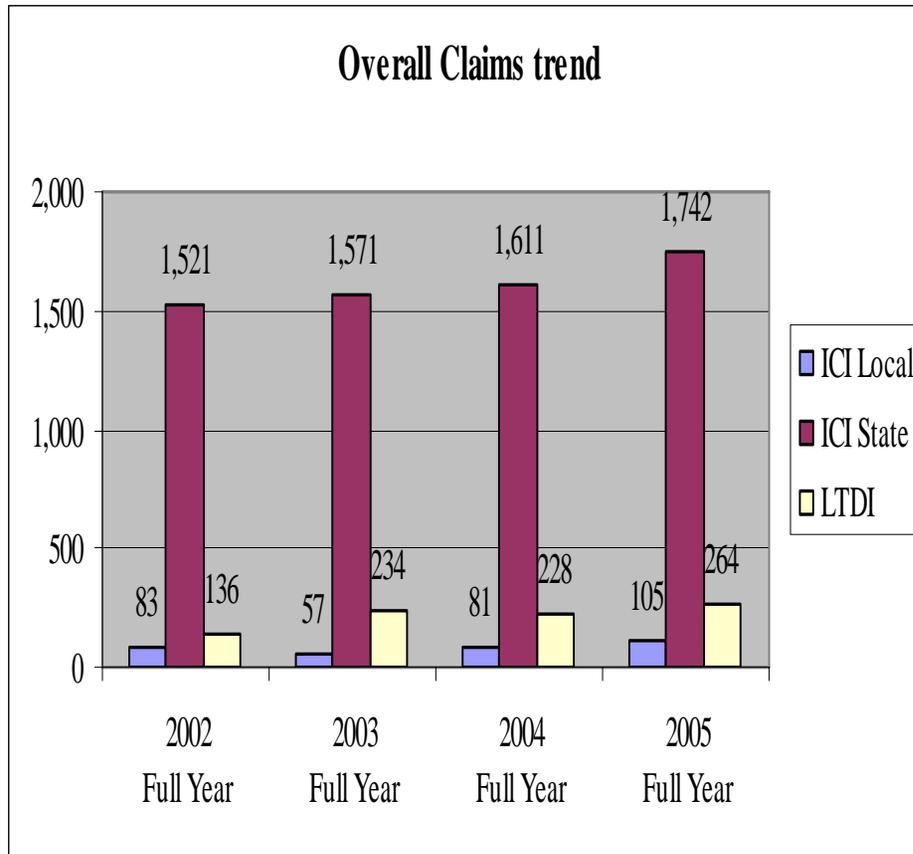
- **Overall Counts**
  - » **Last 4 years**
- **Breakdown (experience)**
  - » **Claims per Program in 2005**
  - » **Claims by Employer Agency**
  - » **Claims by Gender**
  - » **Clinical Overview**
  - » **Length of Disability**

\* Overall count v. Breakdown

-Overall will count numbers of new claims starting 1/1/2005

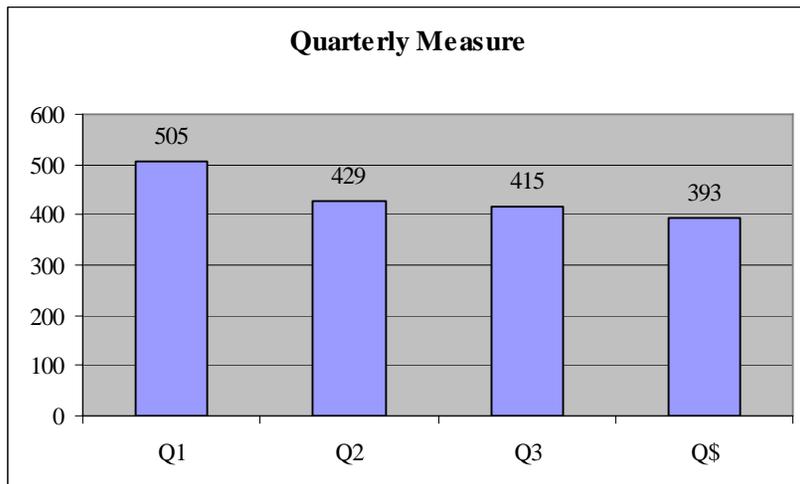
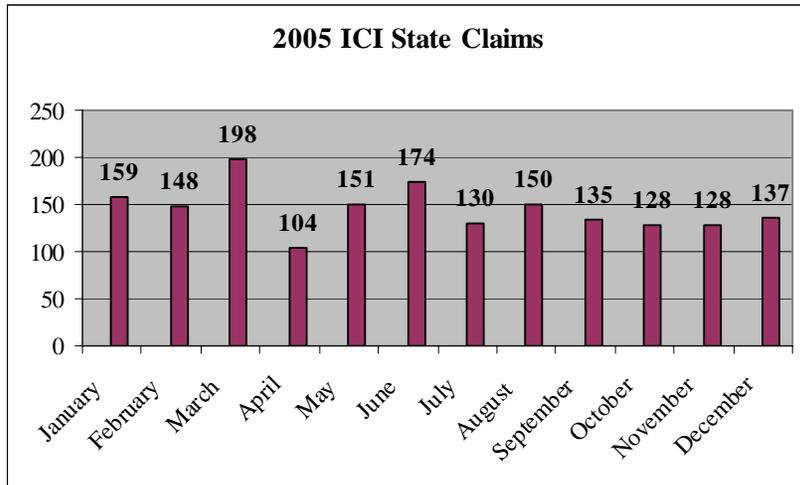
-Breakdown numbers include claims that existed as of January but were initiated before January) i.e. ICI STD initiated 12/15 is still an ICI STD claim to be accounted for.)

## 2005 Overall Claim Numbers



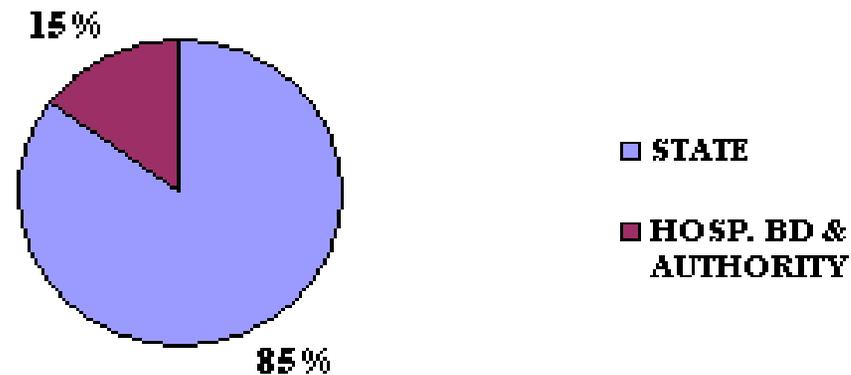
- There are consistent yearly increases in number of claims in each plan
- Customer Service and overall administration has improved despite increase in claims activity

# 2005 ICI State Claims Statistics



- **1742 New ICI Claims in 2005**
- **Number of claims initiated increased from 1611 in 2004**
- **There does seem to be Q1 seasonality**

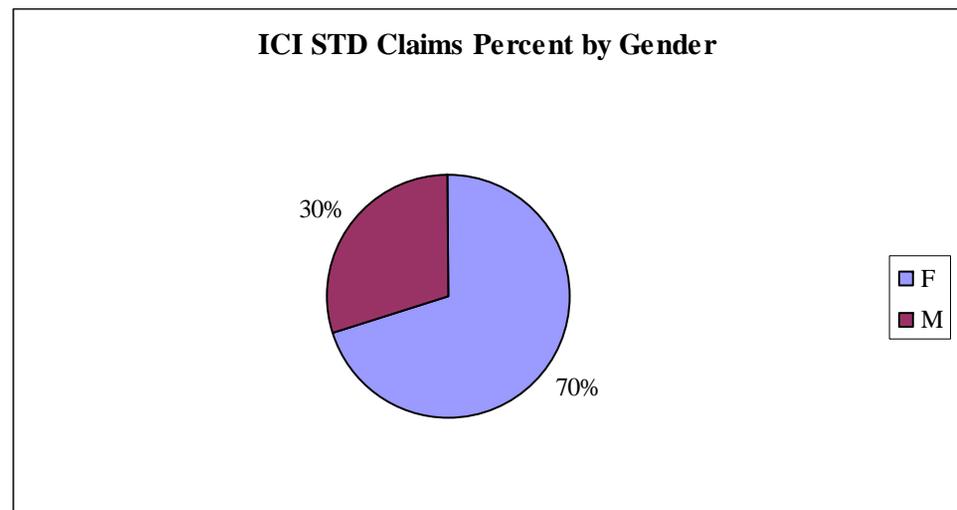
## 2005 Total ICI Claims by Employer Type - State



- All Claims are recorded as either State or Hospital
- State/UW- is the employer with the majority of claims

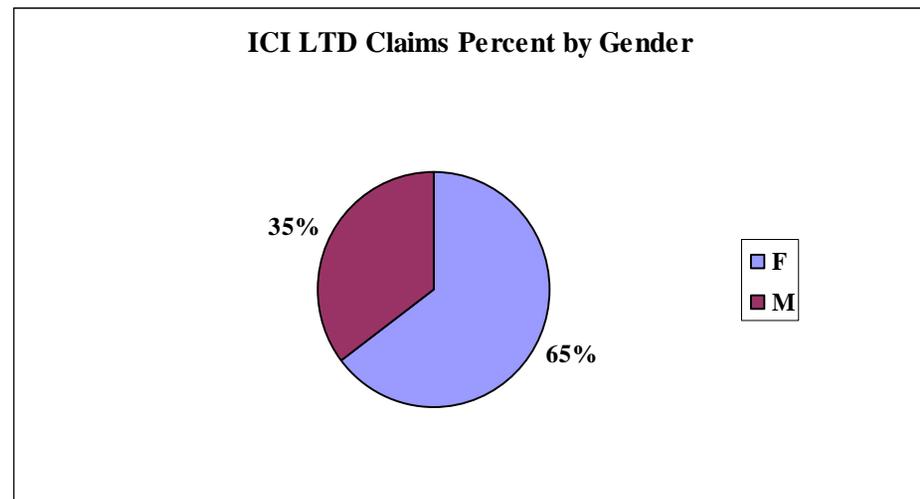
# 2005 Claims by Gender – STD ICI State

- **Of the ICI State claims:**
  - » **Female claims are a majority of the total open claims.**
  - » **Maternity claims have skewed this number**



## 2005 Claims by Gender – LTD ICI State

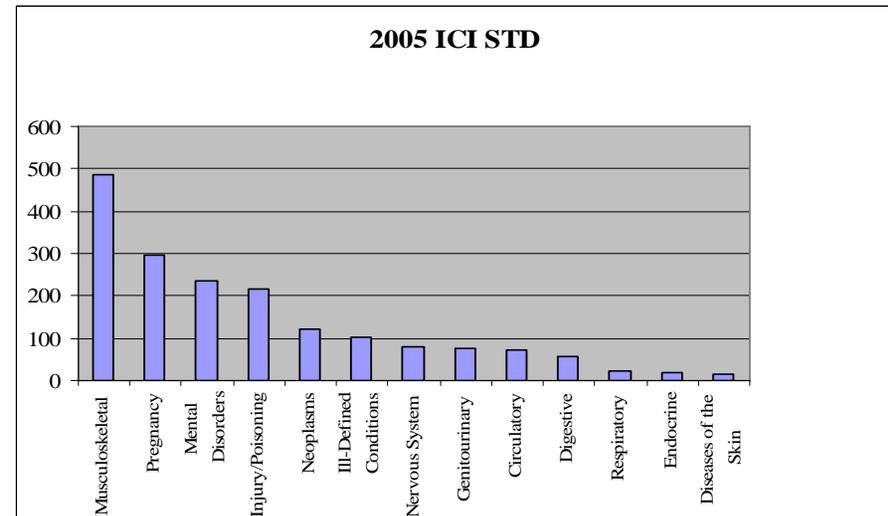
- Female population is still a majority of ICI claims that have passed into the LTD phase.
- Perhaps this corresponds with the population overall. If it does not, more study into which diagnosis is leading to this statistic would be of interest.



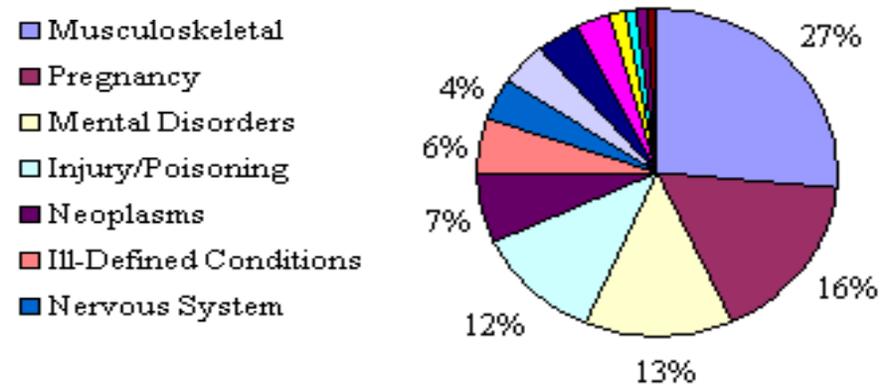
# 2005 ICI STD

## Claims by Disability Type-State

<b>Musculoskeletal</b>	<b>485</b>
<b>Pregnancy</b>	<b>297</b>
<b>Mental Disorders</b>	<b>237</b>
<b>Injury/Poisoning</b>	<b>215</b>
<b>Neoplasms</b>	<b>121</b>
<b>Ill-Defined Conditions</b>	<b>102</b>
<b>Nervous System</b>	<b>79</b>
<b>Genitourinary</b>	<b>77</b>
<b>Circulatory</b>	<b>74</b>
<b>Digestive</b>	<b>57</b>
<b>Respiratory</b>	<b>24</b>
<b>Endocrine</b>	<b>18</b>
<b>Diseases of the Skin</b>	<b>16</b>

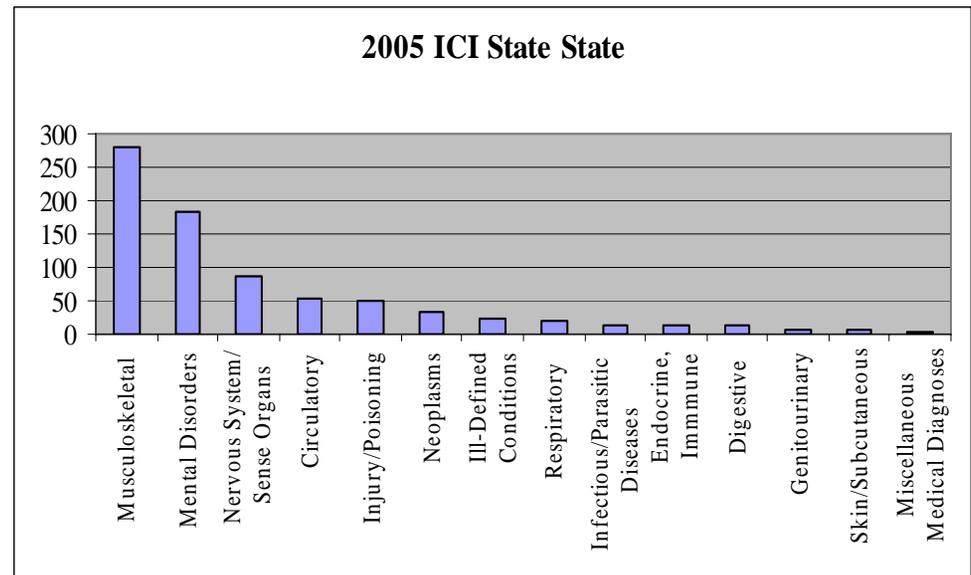


**Percent Diagnosis ICI STD**

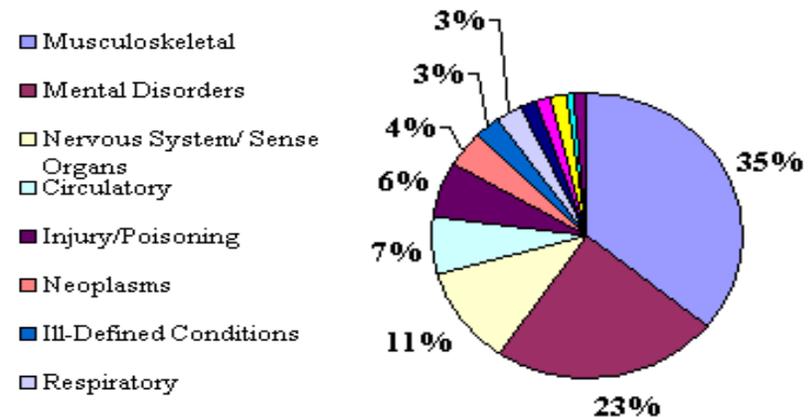


# 2005 ICI LTD Claims by Disability - State

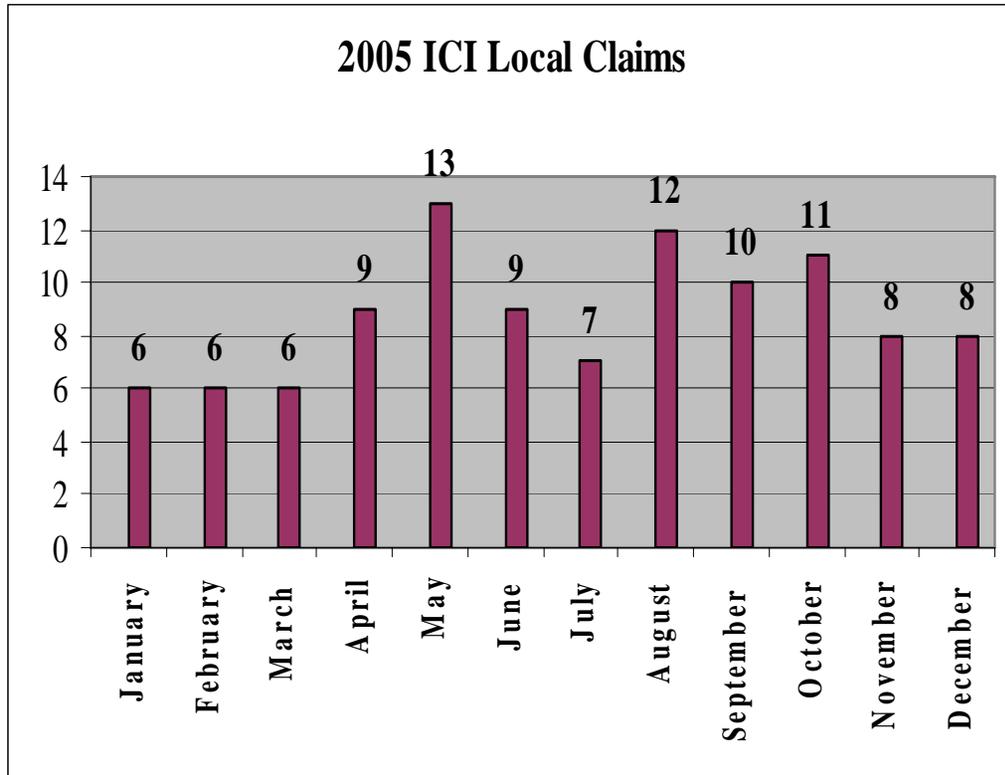
<b>Musculoskeletal</b>	<b>281</b>
<b>Mental Disorders</b>	<b>184</b>
<b>Nervous System/ Sense Organs</b>	<b>87</b>
<b>Circulatory</b>	<b>53</b>
<b>Injury/Poisoning</b>	<b>49</b>
<b>Neoplasms</b>	<b>33</b>
<b>Ill-Defined Conditions</b>	<b>23</b>
<b>Respiratory</b>	<b>21</b>
<b>Infectious/Parasitic Diseases</b>	<b>13</b>
<b>Endocrine, Immune</b>	<b>13</b>
<b>Digestive</b>	<b>13</b>
<b>Genitourinary</b>	<b>8</b>
<b>Skin/Subcutaneous</b>	<b>8</b>



**Percent Diagnosis**

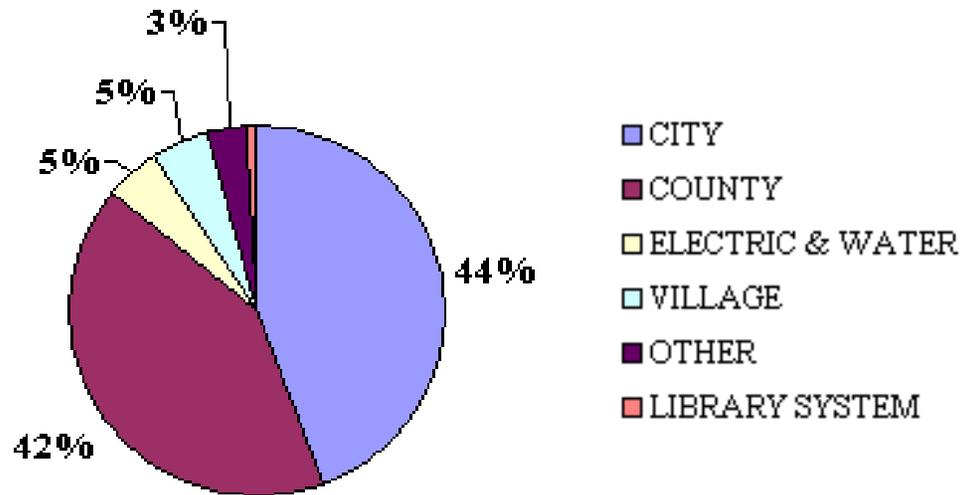


## 2005 ICI Claims Statistics - Local



- 81 new claims in 2004 went to 105 in 2005
- There does not seem to be obvious seasonality:
  - » however- there are less claims in the first quarter- which is contrary to the State ICI trend.

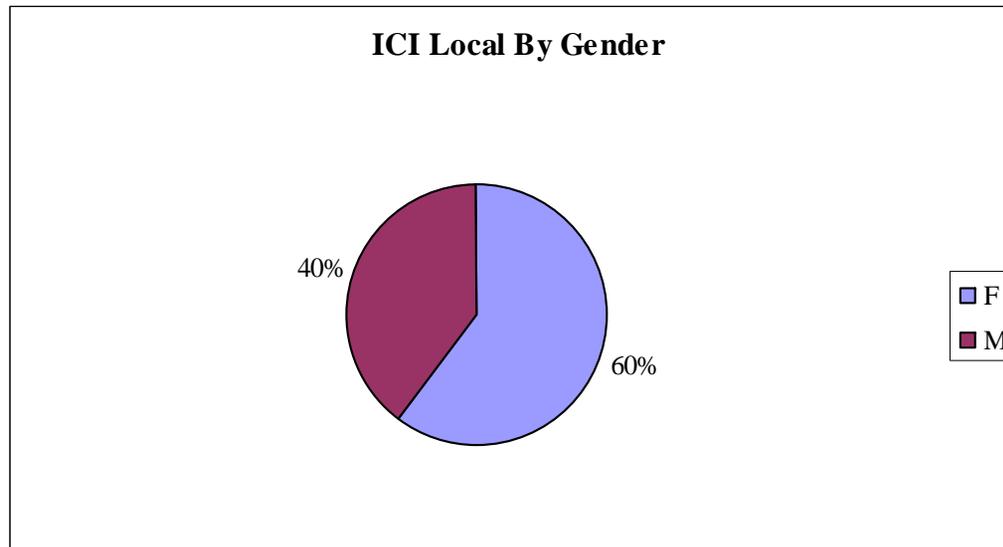
## 2005 Total ICI Claims by Employer Type - Local



### ICI Local Claims by employer:

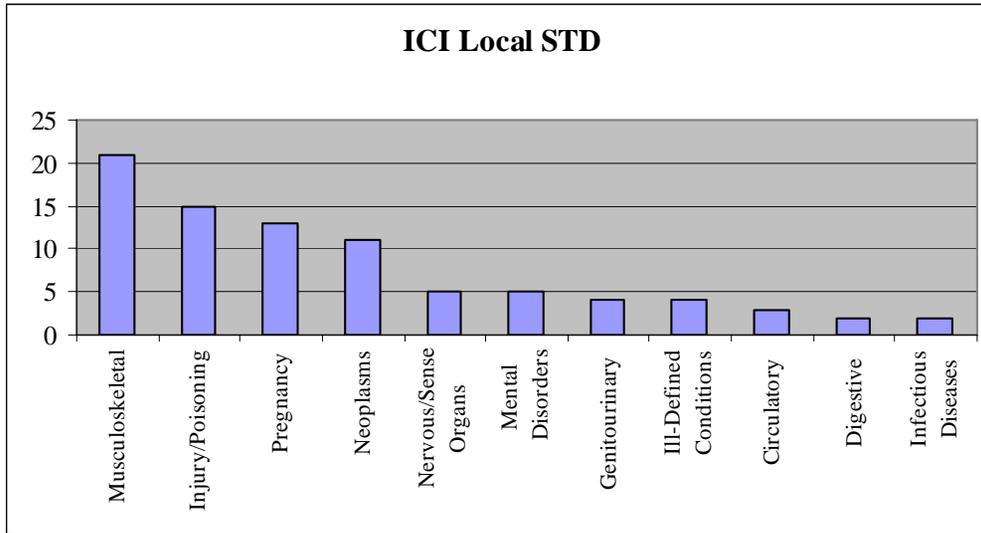
- » 44% were City Employer
- » 42% were County Employer
- » 10% were either Electric and Water or Village

## 2005 ICI Claims by Gender - Local



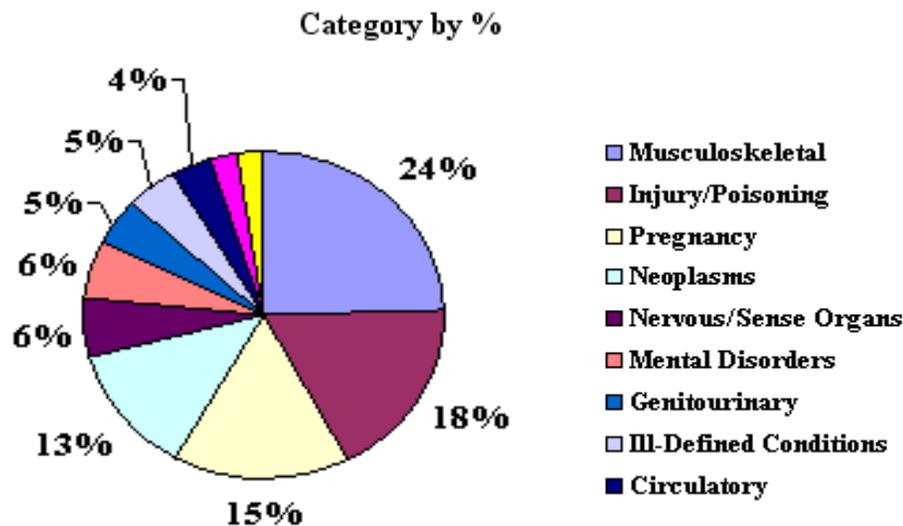
- Slightly more females opened claims than males
- The gender split for STD and LTD was virtually identical

# 2005 ICI STD Claims by Disability Type - Local

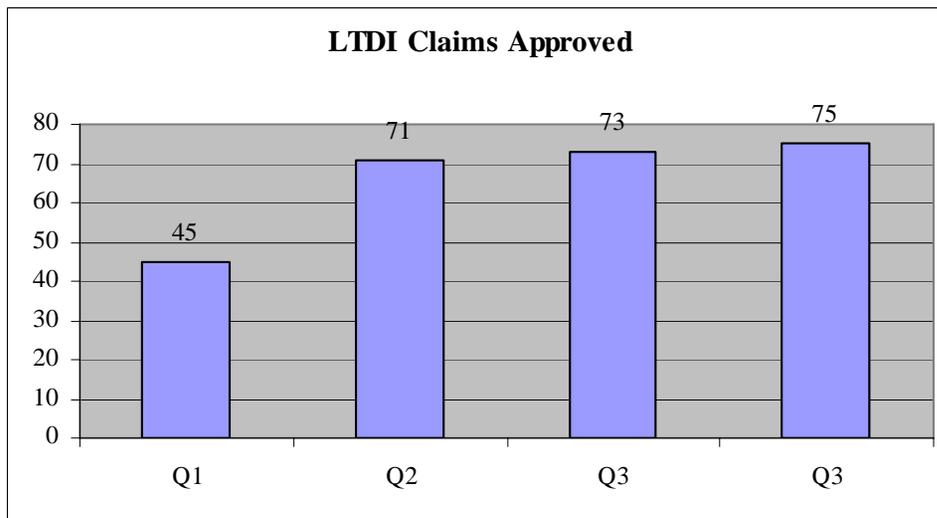
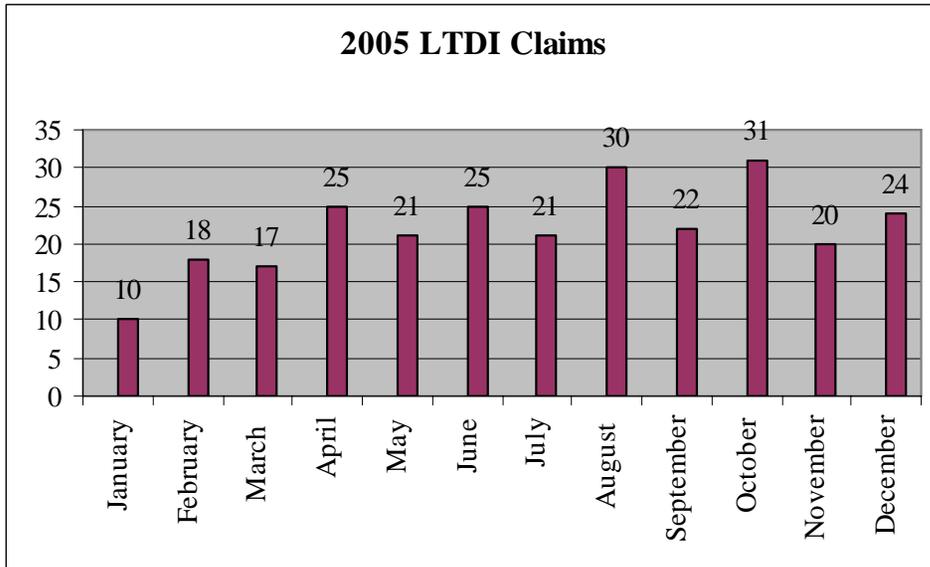


- Of ICI Local claims:
  - » Musculoskeletal was again the highest claim category
  - » Injury/Poisoning outnumbered maternity related claims in the local STD-

- as opposed to the high maternity in STD- State

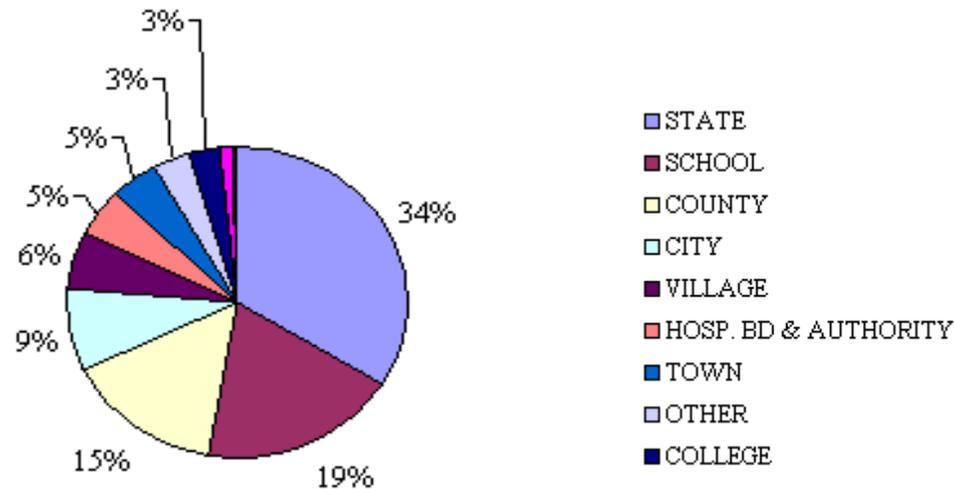


# 2005 LTDI Claims



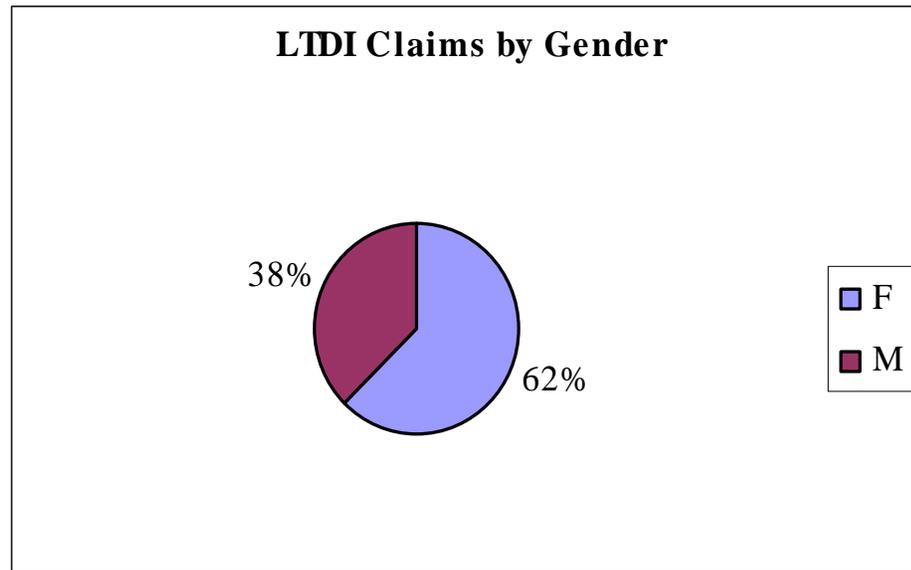
- **228 new claims in 2004 rose to 264 new claims in 2005**
- **Claims seem to have higher approval rate in second half of the year.**
- **LTDI approvals start slow in Q1 but increase by more than 30% in each following quarter from Q1.**

# 2005 Total Claims by Employer Type - LTDI



- **LTDI Claims**
  - » **State employer is again the majority at 34%**
  - » **School Employers make up 19% and the County another 15%**

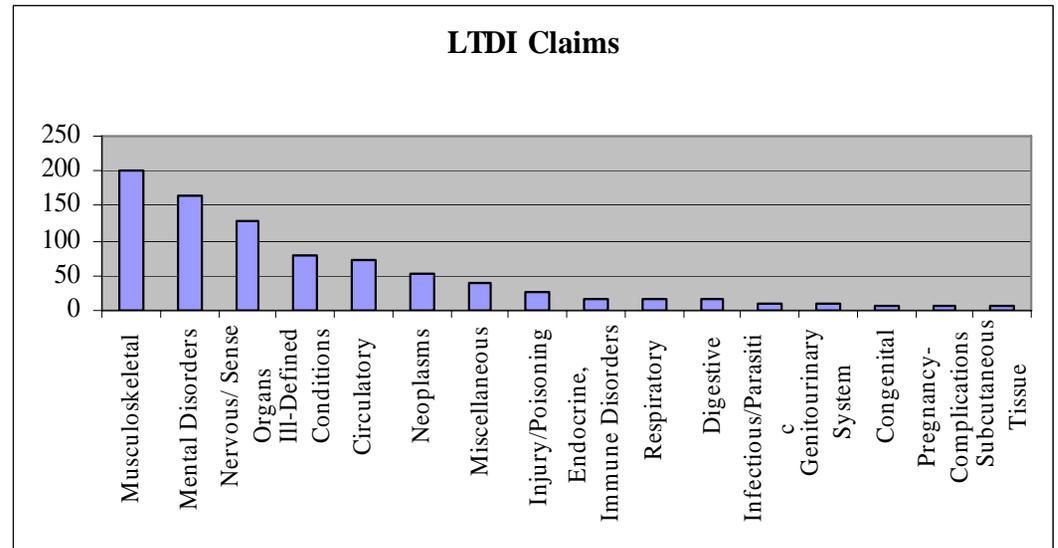
## 2005 Claims by Gender - LTDI



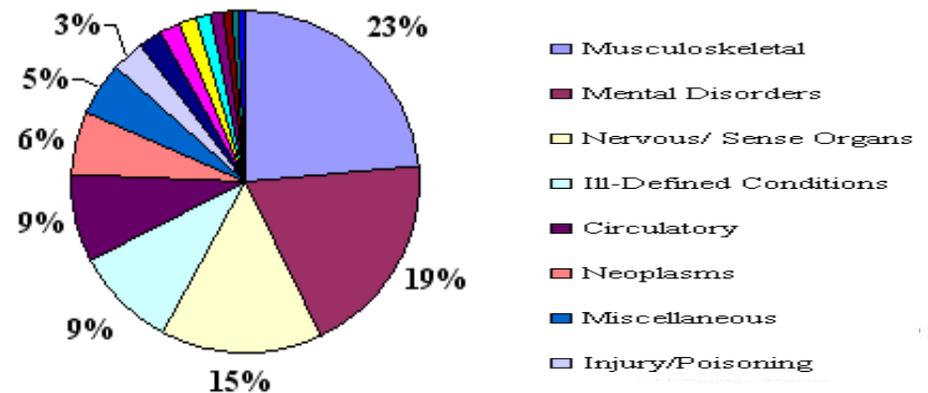
- **Of the LTDI Claims**
  - » **Female claims are disproportionately higher than male.**
  - » **Female claims are similar to disability retirement in ratio.**

# 2005 LTDI Claims by Disability Type

<b>Musculoskeletal</b>	<b>202</b>
<b>Mental Disorders</b>	<b>163</b>
<b>Nervous/ Sense Organs</b>	<b>129</b>
<b>Ill-Defined Conditions</b>	<b>80</b>
<b>Circulatory</b>	<b>73</b>
<b>Neoplasms</b>	<b>52</b>
<b>Miscellaneous</b>	<b>41</b>
<b>Injury/Poisoning</b>	<b>27</b>
<b>Endocrine, Immune Disorders</b>	<b>18</b>
<b>Respiratory</b>	<b>17</b>
<b>Digestive</b>	<b>16</b>
<b>Infectious/Parasitic</b>	<b>11</b>
<b>Genitourinary System</b>	<b>10</b>
<b>Congenital</b>	<b>6</b>
<b>Pregnancy- Complications</b>	<b>5</b>
<b>Subcutaneous Tissue</b>	<b>5</b>



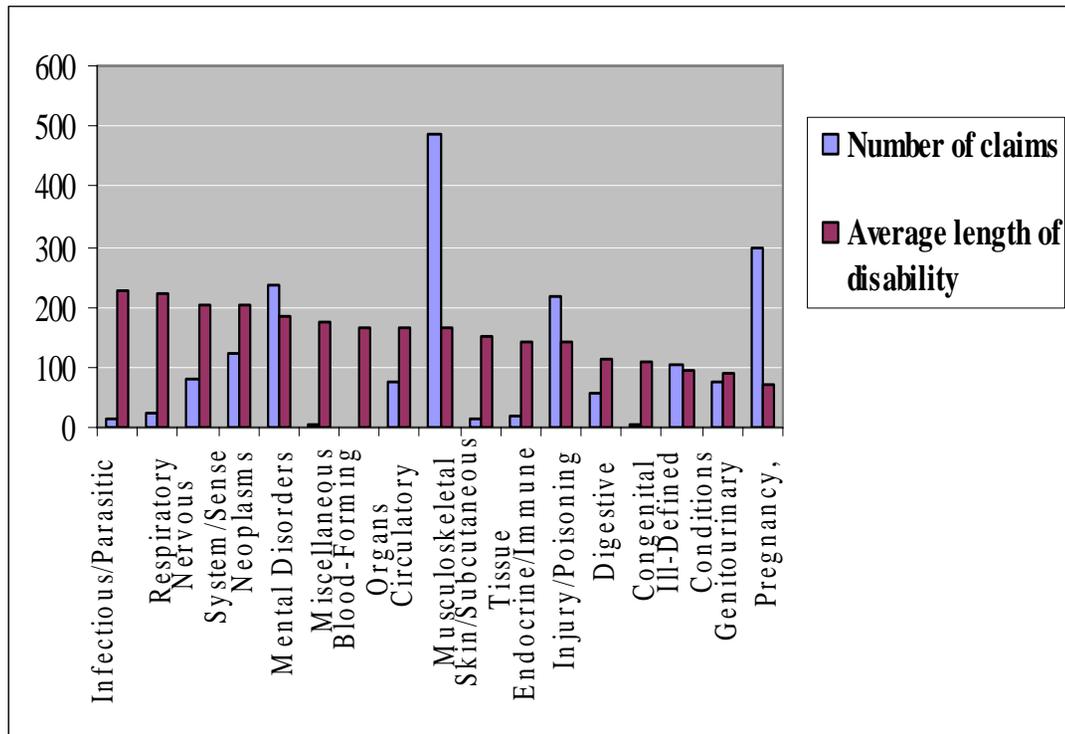
Percent by Category



## 2005 ICI Length of Disability State and Local STD

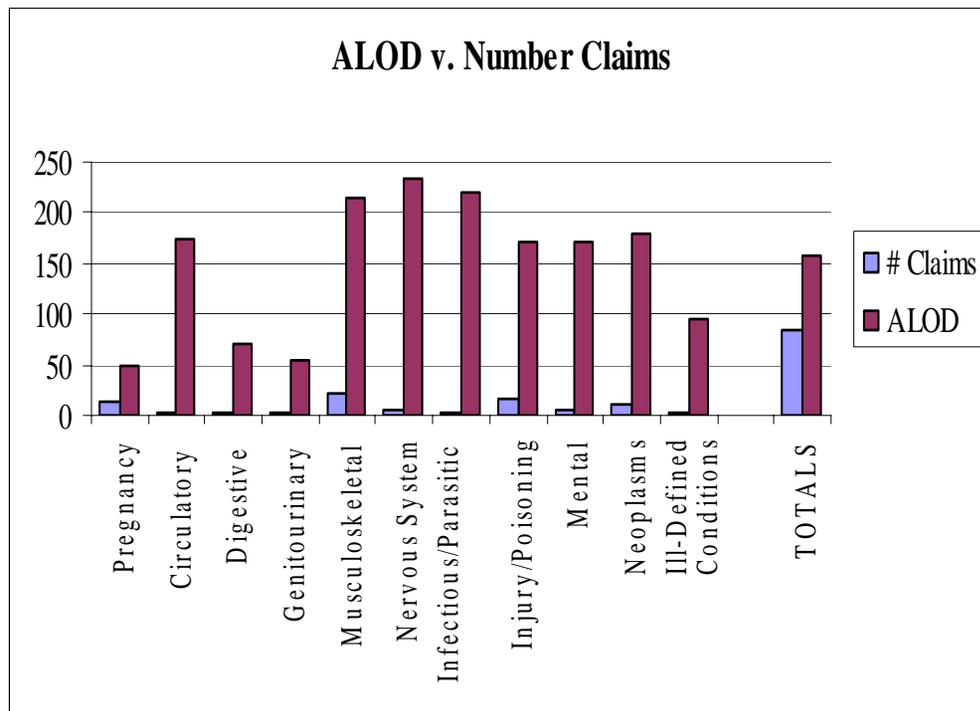
- **Statistically significant in STD phase of claims**
- **Volume significance in ICI State Program**
- **Durations have increased from 2004**
  - » **Claims in State ICI STD went from 113 days average in 2004 to 147 days out in 2005**

# 2005 State ICI STD Average Length of Disability



	# Claims	ALOD
<b>Infectious/Parasitic</b>	<b>16</b>	<b>228.7</b>
<b>Respiratory</b>	<b>24</b>	<b>222.2</b>
<b>Nervous System/Sense Organs</b>	<b>79</b>	<b>203.1</b>
<b>Neoplasms</b>	<b>121</b>	<b>202.9</b>
<b>Mental Disorders</b>	<b>237</b>	<b>182.1</b>
<b>Miscellaneous</b>	<b>3</b>	<b>174.0</b>
<b>Blood-Forming Organs</b>	<b>2</b>	<b>167.5</b>
<b>Circulatory</b>	<b>74</b>	<b>167.1</b>
<b>Musculoskeletal</b>	<b>485</b>	<b>166.1</b>
<b>Skin/Subcutaneous Tissue</b>	<b>16</b>	<b>149.3</b>
<b>Endocrine/Immune</b>	<b>18</b>	<b>141.7</b>
<b>Injury/Poisoning</b>	<b>215</b>	<b>141.4</b>
<b>Digestive</b>	<b>57</b>	<b>112.9</b>
<b>Congenital</b>	<b>4</b>	<b>109.5</b>
<b>Ill-Defined Conditions</b>	<b>102</b>	<b>92.9</b>
<b>Genitourinary</b>	<b>77</b>	<b>91.6</b>
<b>Pregnancy,</b>	<b>297</b>	<b>68.9</b>
<b>TOTALS</b>	<b>1830</b>	<b>146.5</b>

# 2005 ICI Local Average Length of Disability



ICD Major Classification	# Claims	ALOD
Pregnancy	13	49.5
Circulatory	3	174
Digestive	2	69.5
Genitourinary	4	55
Musculoskeletal	21	214.4
Nervous System	5	232.4
Infectious/Parasitic	2	219.5
Injury/Poisoning	15	170.1
Mental	5	170.8
Neoplasms	11	179.5
Ill-Defined Conditions	4	94.8
<b>TOTALS</b>	<b>85</b>	<b>157.5</b>

# Current Approaches/Challenges

- Maintain high level of customer service.
- Maintain staffing strength in experience and numbers- Protect gains that have been made.
- Keep looking for Program efficiency and enhancement
  - » Online technology to ETF team- claims status, statistical reporting
  - » Continue to build relationships with employers.
- Report monthly and quarterly customer service levels.
- Continue to look to ETF for priority guidance.

# 2006

- Cooperation between staffs
- Communication
- **More Online tools to ETF**
- Look for efficiency and improvement
- Ownership of outcomes and results
- Responsiveness/Responsibility
- Open to feedback



# Questions and Answers