



Department of Employee Relations

September 23, 2016

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Renee Joos**  
Employee Benefits Director

**Vacant**  
Labor Negotiator

**MEMORANDUM**

**To: Department Heads, Human Resources, Payroll, and Safety Personnel**

**From: Maria Monteagudo, Employee Relations Director**

**Re: Important information regarding the Transition to Gallagher Basset (GB) for administration of the City's Worker Compensation Program**

Effective Monday, October 3, 2016, Gallagher Basset Services, Inc. (GB) will become the City's third party administrator (TPA) for all worker compensation claims. GB has been providing risk management services since 1962 and has had a presence in the state of Wisconsin since 1981. GB offices are located in the City of Milwaukee at 115 S. 84<sup>th</sup> Street.

The transition to GB as the City's TPA for worker compensation claims will provide:

- timely and compassionate interaction with a triage nurse immediately after the injury occurs;
- clinical management tools to identify and recommend the best outcomes based networks for injured employees to address their injuries;
- medical and field case management services to ensure the most appropriate care for the injured employee and to help the employee or his/her family address the employee's medical needs;
- a Bridge to Work Program that provides temporary off-site transitional work when return to work options within your department are not available given an injured employee's medical restrictions;
- predictive analytics to assess and minimize department specific safety risks; and,
- tools to identify loss trends, help implement the appropriate interventions, and minimize or prevent future risks.

The City's Workers' Compensation Division (WCD) will be staffed by a limited number of employees who will be responsible for overseeing this contract with GB and serving as liaison between GB and City departments. Under the terms of the contract, claim intake, claim processing, and adjudication, as well as, case management and investigations, will be performed by a dedicated unit within GB. The WCD will include a redefined position responsible for coordinating loss control / safety initiatives and one position responsible for coordinating and supporting all disability management and placement activities, including overseeing the City's Disabled Employee Placement Program (DEPP).



The transition to GB will impact you and your department in a significant way. A critical change being implemented for employees who are injured at work and need to file a worker's compensation claim is the requirement to call nurse triage at 1-844-MIL-CLMS or 1-844-645-2567. By pressing 1, employees will be connected to Priority Care 365 or PC365 – a line staffed by Registered Nurses who will assess the situation and make a recommendation of care. The call to PC365 will complete the reporting of the injury claim and generate the First Report of Injury. Please note that if the incident involves a medical emergency, 911 should be called or immediate medical attention should be sought.

When an employee or supervisor needs to report a claim after medical treatment has been received, the caller should press 2 after calling 1-844-645-2567. Reporting the claim to GB directly using this number ensures that the claim is processed immediately. Although claims can also be faxed to 844-672-1321 or emailed to [cityofmilwaukeeclaims@tnwinc.com](mailto:cityofmilwaukeeclaims@tnwinc.com), when the claim is not generated by PC 365, a delay of 24 to 48 hours may be experienced.

The following materials have been posted on DER's website to help facilitate the transition and educate all relevant parties.

- Posters to be placed at all work locations with information on reporting claims via Priority Care 365 (a nurse triage service available at the onset of a claim to general city and MFD employees);
- A sample of the wallet card to be given to employees with contact information for PC 365;
- A PC 365 Claim Reporting Workflow outlining the steps to follow when reporting a claim;
- A Quick Reference Guide documenting each step of the intake process and additional information needed by the injured employee when seeking medical treatment and/or filling a prescription;
- A sample Medical Awareness Card made available to employees who are directed to seek medical care after reporting the injury via PC 365.

DER is also preparing an FAQ document with additional information about the programs and services available through GB as they become the City's administrator of worker compensation claims. This FAQ document will be available during the week of September 26<sup>th</sup>.

In reviewing, investigating, and adjudicating claims on behalf of the City, dedicated claim adjusters or resolution managers at GB will interact with witnesses, supervisors, managers, and safety and payroll personnel in your department. While we anticipate that DER's worker compensation staff will be instrumental in facilitating and coordinating those interactions, it is important that you share this memo and the attached materials with all relevant personnel within your department. We may also be available to conduct on site briefings as necessary to ensure a smooth transition.



**A key component of this contract also includes a Medical Case Management Program designed to help coordinate the medical treatment services provided to an employee for a work-related injury. Specific case management services may include helping the employee find a doctor who will treat the injury, monitoring the treatment and medical progress, helping the employee understand the injury and the plan for treatment, explaining the medicine prescribed, and asking for and obtaining a copy of the work restrictions or work statement to facilitate a return to work.**

**In addition, DER has secured critical loss control services from GB's Risk Control Consulting Services Division for the Department of Public Works, the Milwaukee Fire Department, and the Milwaukee Police Department. By the end of 2016, they have been asked to conduct an audit and trend analysis of injury data for those departments over the last several years. This review will help identify and recommend specific loss related goals and objectives as well as the systems to monitor the impact of such recommendations on claims frequency and severity. Finally, DPW, MPD and MFD will have access to up to 60 hours of consulting services per year to identify and adopt industry best practices in an effort to reduce incidence rates, conduct comprehensive hazard analyses, mitigate future risks, and maintain or improve the safety of the employees.**

**We are committed to working with you and your departmental personnel to ensure a smooth transition. I am confident that this change will enhance the care needed by injured employees while increasing the City's capacity to control costs and minimize safety hazards. Please contact me at 286-3335 if you have any questions or concerns.**

