

# CareWorks

## Customer News

CareWorks | 5555 Glendon Court | Dublin, Ohio 43016 | 1-888-627-7586 | [www.careworksmco.com](http://www.careworksmco.com)

### NEW YEAR OFFERS OPPORTUNITY TO REFOCUS ON BEST PRACTICES

Customer highlight illustrates quality safety and injury management processes.

BWC continues to refine initiatives focusing on safety, accident prevention and return-to-work.

#### 2012 MCO Open Enrollment

At press time, we have not received formal notification from the Ohio Bureau of Workers' Compensation (BWC) regarding dates for an MCO Open Enrollment period in May 2012.

We do anticipate an announcement to come from BWC in the coming weeks and will share any news with all our customers.

As a reminder, current CareWorks customers need not do anything during an MCO Open Enrollment. You will automatically be enrolled again with CareWorks.

#### The Albert M. Higley Co.

In this issue, we are pleased to highlight The Albert M. Higley Co. for the strong workers' compensation program they have built over the years.

Founded on proactive safety, consistent accident investigation and open communication with CareWorks and their Third Party Administrator (TPA), they have all the pieces in place for a safe and productive future.

They were open to sharing with us some of their best practices, and we hope some of their processes may serve as a model for CareWorks customers.

To learn more, read the full story on page 2.

#### BWC Announcements

This issue also covers a few recent announcements from BWC.

BWC continues to refine the pharmacy benefits review process, ensuring prescriptions for injured employees are appropriate for the conditions in an injured worker's claim.

BWC's Destination: Excellence program is designed to protect Ohio's workforce by sharpening employers' focus on safety, accident prevention and effective return-to-work.

BWC's Board of Directors recently approved reinstatement of the Transitional Work Grants program as well as a Wellness Grant offering employers funding to create employee wellness programs. **Learn more about the latest BWC announcements on pages 3 and 4.**

#### Email Communication

In the Fall of 2011, CareWorks rolled out a monthly email service to our customers.

Each month, we share timely news, information and tools to help you navigate the world of workers' compensation, absence management and wellness.

If you are not currently receiving these emails, but would like to start, simply send an email to [cwinfo@careworks.com](mailto:cwinfo@careworks.com) and we'll add you to our distribution list.

#### Our Commitment to You

Thank you for continuing to support CareWorks as your managed care organization (MCO).

Your feedback and ideas have helped us create a special company founded on exceptional customer service.

If you ever find our services are not up to your expectations, please let me know. I've never had a problem brought to my attention that couldn't be fixed.

**Richard J. Poach**  
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#### Inside This Issue...

- 2 | The Albert M. Higley Co.
- 3 | BWC Prescription Reviews
- 4 | BWC Initiatives
- 4 | Injury Reporting Options
- 5 | FMLA Legislation Update
- 5 | Initial Treating Providers
- 6 | Winter Wise Driving Tips

# THE ALBERT M. HIGLEY CO. BUILDS PROGRAM FOUNDED ON SAFETY

The Albert M. Higley Co.'s proactive approach to safety, injury management and process improvement may serve as a model for other CareWorks customers.

The Albert M. Higley Co. has completed more than \$7 billion of office, institutional, healthcare, educational, industrial and residential construction in Ohio since 1925.

They are renowned for the quality of their projects, the unquestioned integrity of their associates and delivering an unmatched customer service experience to their clients.

Internally, they've built a strong workers' compensation program founded on proactive safety, consistent accident investigation and open communication with CareWorks and their Third Party Administrator (TPA).

## Proactive Safety

The company views any incident or near miss as an opportunity to improve safety. A root/cause analysis is conducted for incidents occurring at a job site. For Tom Lippert, Vice President of Safety and Quality Assurance, having a site supervisor report that an incident was "just one of those things that happens" is insufficient.

Last winter an employee slipped and fell on some ice at a job site after eight inches of snow fell the night before. Getting to the root/cause, it wasn't the fall that caused the injury; it was the 2x4 wood planks hidden under the snow that caused the injury. Lippert's analysis determined the incident was avoidable and essentially caused by a housekeeping issue.

"The work area should be cleared every night and the 2x4's should never have been laying out the morning of the accident," said Lippert. "Our analysis further revealed the need to supply sand to our job

sites to make high traffic areas less slippery during the winter months," he added.

This analysis reinforced to site supervisors how every facet of their operation – even the daily housekeeping requirements – impacts safety.

Mr. Lippert has also made safety one of the company's top initiatives by pushing for all employees – from administrative to marketing to executives – to attend OSHA 30-hour training.

"It's about everyone in our company understanding that we take safety very seriously and knowing what is safe and unsafe at our job sites," said Lippert.

## Managing Safety

While providing construction management services, the company subs out work to a variety of independent contractors. Although the contractors work under Higley's management, they are not their employees, so it can be difficult to control their behaviors and actions in regard to safety.

Scott Cole, Corporate Safety and Quality Assurance Manager, and Lippert communicate with each contractor's senior management, requiring a site-specific safety plan 15 days prior to starting any work. This includes a commitment to attend safety orientation on day one of a project.

The plan also details an emergency response plan, any



The Albert M. Higley Co. employs 84 full time salaried employees in their Cleveland and Columbus offices. One recent project was constructing a new training facility for the Cleveland Cavaliers (pictured above).

chemicals to be employed during the work, the disposal process, job hazard analyses (JHA's), end-of-day housekeeping requirements, identifying known hazards and steps taken to mitigate these hazards.

"It's a core principle of ours to run the safest operation possible for everyone's interest," said Cole.

## Measure and Communicate

Cole established an "Incident Dashboard" as a measurement tool that is updated each Monday morning with Lippert.

This tool keeps everyone aware of any near misses, first aids or OSHA recordable incidents and lists them by job, by location and by type of service (construction, carpentry, etc.).

Employees are required to report all injuries by the end of the workday. They are given a CareWorks MCO I.D. card and are escorted by the site supervisor to the initial care

(continued on next page)

# BWC MAKING CHANGES TO PRESCRIPTION REVIEW REQUESTS

Clinical assessments are designed to ensure prescribed medications are appropriate for allowed conditions in a claim and narcotics are not overutilized.

The Ohio Bureau of Workers' Compensation (BWC) recently announced changes that will impact the way they will manage requests for prescription reviews in claims.

Beginning January 1, 2012, when either CareWorks or BWC identifies a claim that is a candidate for a prescription review, the recent medications prescribed to the injured worker will be clinically assessed by CareWorks staff.

If, based on the review by the CareWorks clinician, a prescription review is appropriate, the claim will be referred to the Pharmacy Unit at BWC.

After reviewing and concurring with the referral, the Pharmacy Unit will send the claim to a physician for a medical opinion regarding the appropriateness of the medications being prescribed to the injured worker.

If the reviewing physician opines that the current medications are inappropriate for the allowed conditions in the claim, BWC will issue an order to deny future payment for those medications.

With the abuse of prescription medications becoming a national epidemic, it is important that medications prescribed to injured workers are properly monitored.

If there is a claim that you would like to refer for a prescription review, please contact your individually assigned CareWorks Account Executive.

While not responsible for the administration or



**An estimated 20 percent of people in the U.S. have used prescription drugs for nonmedical reasons. It's called prescription drug abuse and it's a serious and growing problem throughout our country.**

payment of BWC prescription benefits, CareWorks takes great pride in our proactive review of medications in work-related injuries.

CareWorks is pleased to offer these reviews to ensure medications are appropriately prescribed and help control these potentially significant claim costs.

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## The Albert M. Higley Co. (continued)

provider for a particular job site.

This ensures the employee receives timely initial care and the provider conducts a drug and alcohol screen.

"Having quarterly meetings with CareWorks and our TPA helps us stay on top of all our claims and continually refine and develop our program," said Cole.

The company has also developed a transitional work policy should an employee need an alternative return to work option following an injury.

"Al Jarr (Corporate Safety Manager) did a lot of work on our transitional work program with

Patrice Ogorek, our CareWorks Account Executive, so we have an option in place for employees who can't immediately return to the work site," said Lippert.

"Open communication with Al, Tom and Scott makes it easy for us to get them the information they need to get their employees back to work," said Ogorek.

The Albert M. Higley Co. has all of the pieces in place for a safe and productive future. A recent company-wide letter from Gareth Vaughan, President, summarized the company's vision of safety.

*"The achievement of a safe and healthy job site is not an easy task,*

*nor one to take lightly. Even the smallest lapses or shortcuts in safe work practices and procedures can put yourself and others at risk of injury or illness.*

*Our safety program is a consistent and evolving method of achieving this goal and everyone must do their part. Please make safe work practices part of your everyday work habits, both at home and at work."*

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# BWC REINSTATES TRANSITIONAL WORK GRANTS, ADDS WELLNESS INITIATIVE

**BWC's Board of Directors approves grant funding to help employers best manage their claims and achieve early, successful returns to work.**

In December 2011, The Ohio Bureau of Workers' Compensation's (BWC's) Board of Directors voted to approve the reinstatement of one grant and the creation of another.

First, BWC's Board of Directors voted to reinstate the prior Transitional Work Grants program with some changes.

As in the past, the grant will provide funds for employers to hire a qualified vendor to complete functional job analyses. This portion of the grant will only be available to employers that did not participate in the previous grant program.

There will also be a "back-end" bonus that will allow employers to receive up to a 10 percent premium discount based on performance criteria BWC has yet to establish.

This bonus portion of the grant will be available to all employers - whether they participated in the first version of the Transitional Work Grants program or this newest one.

Second, BWC's Board of Directors also voted to approve a Wellness Grant that will allow employers to apply for funds to create wellness programs for employees.

The \$4 million grant will be funded through BWC's Department of Safety and Hygiene over the next four years.

BWC will award the funds on a merit-based system, allow 50 employee participants per employer grant and allocate \$300 per participant. The maximum any one employer can receive through the grant is \$15,000.

The Wellness Grant Program is designed to help employers take appropriate steps to overcome the challenges faced by today's aging workforce, their rising incidence of chronic diseases and the difficulties of obesity. This program will be available to Ohio employers on a first-come, first-serve basis.



**BWC's Destination: Excellence program allows employers to combine existing and new programs to create a comprehensive discount program that meets their individual needs and provides opportunities to reduce premiums through adoption of best practices and meeting certain performance requirements.**

CareWorks will be sure to share additional details about both of these programs as they are made available.

BWC has been making changes to their services in line with the recent rollout of their Destination: Excellence program. BWC's initiatives are designed to protect Ohio's workforce by sharpening employers' focus on safety, accident prevention and return-to-work opportunities that bring injured workers back to work sooner.

CareWorks will continue to watch these changes and initiatives closely, sharing updates with our customers.

If you have any questions about CareWorks or BWC's services, please contact your individually assigned CareWorks Account Executive for assistance.

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## Reporting Workplace Injuries to CareWorks

All customers are reminded to send First Reports of Injury to CareWorks as quickly as possible. All reports are imaged into our system, sent to BWC and become immediately accessible to your assigned claims team. There are four injury reporting options available:

- 1** Toll-Free Fax  
1-888-711-9284
- 2** Toll-Free Phone  
1-888-627-7586
- 3** Email  
[cwfoi@careworks.com](mailto:cwfoi@careworks.com)
- 4** Internet  
[careworksmco.com](http://careworksmco.com)

# PARENTAL BEREAVEMENT ACT OF 2011 AND DOMESTIC VIOLENCE FOR FMLA

A brief update on two recent national legislation acts and their impact on the Family Medical Leave Act (FMLA).

The *Parental Bereavement Act of 2011* was introduced on July 13, 2011 by Senator John Tester of Montana.

This bill would allow parents grieving from the death of their child to receive up to 12 weeks of job-protected time-off under FMLA.

Under current FMLA regulations, parents are currently eligible for extended, unpaid time-off to care for newborn babies, adopted children and family members with serious health conditions.

Tester's *Parental Bereavement Act of 2011* would ensure the death of a child is treated like other life-altering events, allowing parents time to grieve.

"When the unthinkable happens to parents, the last thing they should be worrying about is whether they'll lose their jobs as they deal with life-changing loss," said Tester.

Businesses with fewer than 50 employees would not be affected by this bill. For additional information and current status on the *Parental Bereavement Act of 2011*, please visit: [www.govtrack.us/congress/bill.xpd?bill=s112-1358](http://www.govtrack.us/congress/bill.xpd?bill=s112-1358).

The *Domestic Violence Leave Act (H.R. 3151)* was originally introduced by Representative Lynn Woolsey of California in June 2011.

She reintroduced it on October 11, 2011, in light of Domestic Violence Awareness Month.

This legislation would allow employees to take leave under FMLA to address acts of domestic violence, sexual assault and stalking aimed at themselves, a spouse (including domestic partners and same sex spouses), a parent or a child.

FMLA leave could be used to seek medical attention for injuries; obtain legal assistance or remedies; participate in a legal proceeding; attend

support groups or therapy; and, participate in safety planning, among other related activities held during work hours.

An employee would be able to substitute paid leave for the leave provided under this bill. An employer would be entitled to seek certification that the employee is legitimately taking FMLA leave for the reasons outlined in the measure, but would be required to keep such information confidential.

In lieu of such written documentation as police reports or witness statements, an employee would be able to satisfy the certification requirement by providing a written statement describing the reason for taking leave.

The text of this bill has already been incorporated into a more extensive leave bill, the *Balancing Act of 2011 (H.R. 2346)*, that Representative Woolsey introduced in June 2011. Yet another measure, the *Healthy Families Act (H.R. 1876, S. 984)* introduced in May 2011, would require employers to provide paid sick leave as well as paid leave for employees who are the victims of domestic violence, stalking or sexual assault. For more information on the proposed *Domestic Violence Leave Act* online, please visit [www.govtrack.us/congress/bill.xpd?bill=h112-3151](http://www.govtrack.us/congress/bill.xpd?bill=h112-3151).

CareWorks USA's absence management solutions are providing employers throughout the U.S. with customized Family Medical Leave administration and absence management solutions. To learn more, please visit [www.careworksusa.com](http://www.careworksusa.com).

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## Quality Initial Care for Workplace Injuries

Providing your injured employees with the highest quality initial care is a key first step to managing your claims and controlling claim costs. Although injured workers in Ohio are allowed to seek treatment from any BWC-certified provider for their injury, employers can make recommendations.

We encourage our customers to develop strong relationships with local BWC-certified initial care providers (urgent care and occupational medicine facilities) who provide quality care with a return-to-work focus. This prepares them to be responsive in treating your employees' new injuries should they occur.

Your CareWorks Account Executive can assist you in recommending quality initial care providers in your area and developing provider listing posters for your work area listing your preferred initial care centers or hospitals. To learn more, contact CareWorks customer service at 1-888-627-7586 and ask to speak with your individually assigned Account Executive.

# CareWorks

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Current CareWorks customers need not do anything during this year's MCO Open Enrollment.  
**YOU WILL BE AUTOMATICALLY RE-ENROLLED WITH CAREWORKS.**

Each and every issue of the CareWorks Customer News is designed and written by in-house CareWorks associates for our customers.

## WINTER-WISE DRIVING TIPS

As winter weather kicks into full gear throughout Ohio, here are some helpful tips to make your daily ventures into the elements a little safer.

- Become familiar with your vehicle's winter weather operating characteristics. Front wheel drive vehicles generally handle better than rear wheel drive on slippery roads because the engine's weight is on the drive wheels, improving traction.
- Stay with your vehicle while warming it up. An unattended, running car invites theft. Keep your windows clear of snow and ice and remember to clean head, tail and brake lights.
- To prevent fuel line freeze-up, keep your gas tank at least half full. Fill your gas tank before parking for lengthy periods.
- Leave ample stopping time between you and the driver in front of you. Braking distance can be up to nine times greater on snowy, icy surfaces than on dry roads.
- If your vehicle is equipped with an Anti-Lock Braking System (ABS), be sure to: STOMP - firmly depress the brake pedal. STAY on the brakes - do not pump the brakes. STEER where you want the vehicle to go.
- Gently pump non-ABS brakes to stop the vehicle. Take any corrective action gradually. You need to maintain full control of the vehicle. Refer to the vehicle's operations manual for proper methods to correct skids.
- Consider creating a safety kit with flares, blankets, water, sand, salt, a shovel and a flashlight in the event of being stranded.
- Drive with extreme caution on bridges and overpasses during freezing temperatures because their temperatures can be five to six degrees colder than roadways and they can become slick and icy before roads.



According to the Ohio State Highway Patrol, a leading cause of drivers losing control is trying to brake and steer at the same time.