



# Case Study

LARGE NATIONAL CLIENT

## SITUATION

A large national company was contracting with Avizent to manage the most challenging workers' compensation claims in its California locations, and asked Avizent to step up and take over all claims in the state.

This request was made with little more than a sixty-day transition window, and required that a new dedicated unit be set up and become fully operational in this timeframe. In addition to the aggressive timeframe, the client also asked Avizent to maintain complete confidentiality both internally and externally during the full transition phase, instructing the Avizent transition and implementation team not to recruit claims staff in advance of the handover.

## ACTION

Avizent's experts jumped into action, working to secure office space in advance of the inception date and laying the foundation for a seamless transition. An internal team with experts from areas across Avizent, including human resources, technology and operations, was formed and assigned to work in California on this confidential assignment. Upon arrival and briefing, the team members got to work, setting up the office in a mere two days.

It was critical for claim files to be evaluated and assigned quickly, so they would be ready to be handled on day one. The team worked to transition 5,000 files overnight into the Avizent workflow process, including identifying and triaging claims that had been previously set up improperly.

Avizent worked carefully to ensure the office was adequately staffed. On the day the claims handover was publicly announced, the Avizent transition and implementation team was onsite, inviting the past claims staff to report to the new office the next day. Those who came were immediately hired as temporary workers to avoid any lag in claims handling. Then, Avizent's team held rounds of interviews on the spot to build a permanent staff of nearly 70.

Avizent's transition team and the temp-to-perm staff formed task forces to take on the initial whirlwind of activity. One group, for example, was assigned outreach and communication, notifying locations across the state of the claims management provider change, while another group managed the urgent activity on current claims. Everyone pitched in where they were most useful and through this incredible team effort, the transition was carried out successfully.

Beyond the initial transition goals, the dedicated unit's ongoing strategy was one of innovation and results. Because Avizent was already familiar with this client's claims handling environment, the dedicated unit leaders quickly identified areas ready for improvement and took immediate action to enhance workflows. Areas of specialty, such as claims intake and medical-only claims, were carved out and given to dedicated expert teams. Avizent also worked on vendor relationships, taking out middlemen and bringing in more cost-effective partners.

## RESULTS

The client was initially impressed with Avizent's seamless and timely transition process and ability to change course as new situations and challenges became known. They have been equally impressed with the improvement in their claims program results. As a result, Avizent has been recognized by this client for outstanding achievement in reaching high savings levels and meeting or exceeding goals in specified areas for two consecutive years.

With confidence in Avizent's transition and service model, this client has expanded their contract to include claims services in four additional states since the California office was established. They have trusted Avizent with more because of the consistency of program results and ability to meet strict client service requirements.