

# **Business Process Improvement (BPI) Compensability & Lost Time Project Project Vision Documentation - March 2005**

## **EXECUTIVE TECHNOLOGY AND PROCESSING OVERVIEW**

The Compensability & Lost Time Project is one of the final components for completion of Tier One of the TXCOMP Claim system and is the gateway to the Indemnity Dispute System, slated for FY2006/07. This module is included within Tier One of the BPI Project and it will establish the methods for collection and reporting of Subsequent Reports of Injury (A49 data), elimination of all Notice of Compensation or Refused/Disputed Claim paper forms (TWCC-21), and will provide the first phase of data collection efforts for Return to Work data from paper forms (current TWCC-6 and 73 forms). In our future business model, the Compensability & Lost Time solutions must be integrated for reporting information online, via EDI, or via data extraction off of paper forms (OCR) with our existing Tier One framework that includes workflow, document scanning and repository systems, EDI tools, correspondence and reporting engines, name and address standardization, the business rules engine, and the sending of required data back to the legacy mainframe applications as needed.

### **Current Process and Issues**

Currently, the mainframe system collects some compensability and preliminary claim dispute information by data entering into Compass (CROB -21, Box 43) what is submitted by customers on TWCC-21 forms. This data is textual in nature. There is no ability in the current process model to clearly delineate if a carrier is accepting or denying a claim in its entirety, or whether a particular body part or diagnosis is being disputed. Additionally, customers submit Plain Language Notices (PLN-1 and PLN-11) that also contain some of this information and this data is also entered as a TWCC-21 (CROB-21, Box 43). Very little return to work (RTW) data is collected today, other than that which is received via the A49 EDI submission from carriers. The current TWCC-6 forms filed by employers that contain a lot of RTW data are not required to be submitted to TWCC and no data elements are captured when one is received. The current TWCC-73 form filed by providers that contain a lot of RTW data are not required to be submitted to TWCC and no data elements are currently captured when one is received. Additionally, intermittent periods of lost time are not tracked. The current EDI Solution for reporting Subsequent Reports of Injury (A49 data) does not allow an option for low volume carriers to submit this data online as opposed to more costly secured data exchange lines and TWCC-21 paper is still required for reporting some unusual scenarios that EDI cannot support. Some carriers have also asked that online option be available to high volume carriers so that unusual 148 and A49 scenarios can be filed and allow them to get claim data submitted timely and accurately without having to work EDI exception errors on the back-end of the process. Lastly, aggregate data is all that is received today from the Department of Rehabilitative Services (DRS) and an opportunity exists to receive this information at the specific claim level in the future to allow for the return to work outcomes for injured workers utilizing DRS programs to be tracked in a more meaningful way.

### **Project Vision:**

When this solution is complete, customers will be able to submit their Claim EDI transactions to TXCOMP via SFTP or by using the current data transfer method (VAN line), and will also be able to file first and subsequent reports online to accommodate low volume carriers or exception scenarios. TXCOMP will also allow customers to file online the compensability/liability status of a claim at the claim level, body part level, or diagnosis level and TXCOMP will auto-generate Plain Language Notices to customers on the carrier's behalf. Return to Work data will be collected from paper forms (current TWCC-6 and TWCC-73) via OCR and from DRS, and TXCOMP will track return to work outcomes and intermittent periods of lost from the A49 transactions, online subsequent reports, DRS claim outcome data and these paper forms. The Claim Profile will also be extended to provide the most current compensability, return to work, and claim statuses.

### **Project Objectives:**

This project satisfies several agency and BPI objectives:

- Elimination of all paper TWCC-21 and TWCC-01 filings (reduced paper and data entry)
- Migration of all TWCC-21 forms and A49 data to TXCOMP from COMPASS
- Streamlined capture and collection of return to work (RTW) data from providers, employers and DRS
- Appropriate system capture of claim level and body part level compensability information and ensuring proper notification of these filings to injured workers
- Provision of an alternative electronic reporting mechanism to today's "EDI-only" reporting process
- Enabling trading partners to view EDI transactions online they have submitted for troubleshooting problems with their transmissions
- Providing Claim EDI trading partners with an SFTP option for EDI

### **OUT OF SCOPE**

1. Periodic EDI Reporting to Address Total Indemnity Paid to Date Issues (need to first gather stakeholder input, have feedback sessions, plan appropriate collection efforts & methods)
2. Moving to IAIABC EDI CCP, Release 3 Format
3. Any Return to Work web pages for **reporting** RTW (only viewing of RTW data online from TWCC-6, TWCC-73, A49, online subsequent reports, and DRS is in scope)
4. Any technology not already interfaced; we will only leverage the systems already in place for TXCOMP for this release

### **INITIAL PROPOSAL OF PROJECT ITERATIONS**

These phases are subject to change, but in order to break the project into manageable pieces, we will analyze as a whole but deploy in these proposed phases (subject to results of detailed analysis and design and the overall project schedule that must conclude by the end of FY07):

- Phase One - Migrate EDI A49 Process to TXCOMP
  - Includes Trading Partner EDI online view of transactions
  - Includes SFTP and VAN line swing to TXCOMP infrastructure
  - Includes transfer of all COMPASS A49 data to TXCOMP (and sending data back to COMPASS as needed for downstream)
- Phase Two – Online First and Subsequent Reports
  - Includes PLNs being sent from TXCOMP
  - Includes Claim Milestone Notices to Carriers of Injured Worker Data Changes
  - Includes 401 Week Letter
  - Includes Carrier ability to file EDI 148 or A49 information online (and other scenarios)
- Phase Three – Compensability Online
  - Includes Remaining PLNs being sent from TXCOMP
  - Includes "Other Carrier" Access to Claims for Time-Limited Periods
  - Includes insurance carriers' ability to file compensability status through TXCOMP UI to include denying a claim in whole, in part, body part(s), and/or diagnoses.
- Phase Four – OCR Paper Forms
  - Includes TWCC-6 (or its equivalent)
  - Includes TWCC-73 (or its equivalent)
- Phase Five – Department of Rehabilitative Services Data Transfer & TXCOMP Access
  - Includes DRS Data Intake
  - Includes DRS Online Access to TXCOMP
  - Includes DRS Extract File

### **TXCOMP Scheduling Dependencies:**

- This project should happen AFTER the Notice solution is in production (FROI/148)

- Phases One – Three of this project should happen BEFORE the TXCOMP Dispute solution is established
- Phases Four and Five can occur concurrent to any other TXCOMP project
- (Note for COMPASS migration: TWCC-21 Data should not be migrated until Phase Three design is complete due to Box 43 data dependencies)

### **Project’s Role in Overall BPI Strategy**

- Ensure solutions do not compromise strategic BPI initiatives and future modules scheduled to follow the implementation of the Compensability & Lost Time Solution
- Decrease dependency on receiving and generating paper documents
- Expand existing functionality in order to allow for easier automated communication to, from, and between customers and ensure new systems and processes are flexible
- Enable customers to self-serve for many processes that currently require staff intervention
- Simplify customers’ processes and reduce process costs
- Limit exception processing and promote a single workflow where possible
- Balance the protection of confidential data while providing services and access to customers

### **The requirements phase of this initiative must consider:**

- The business requirements surrounding the need for a customer to interact with an online compensability filing function; how such filings will be later viewed, modified, stored, and deleted. The online system must account compensability and body part level filings and correspondence that must be generated due to the filing of such information
- The business requirements surrounding the establishment of TWCC-6 and TWCC-73 (or their equivalent) forms that are capable of being set up for accurate OCR/ICR (a data extraction process) processing so that RTW data can be collected without adding data entry volume
- The business requirements around the EDI intake of A49 data into TXCOMP
- The business requirements around filing 148 and A49 data online by a customer interactively for low volume carriers to use and for EDI exception scenarios to ensure all paper TWCC-21 processes (and any needless EDI back-end exception processes) are eliminated
- The business requirements needed to auto-generate PLNs
- Establish Claim EDI SFTP requirements
- The business requirements around enabling trading partners to view EDI transactions online
- The business requirements surrounding the claim level data planned for receipt from DRS and to allow DRS employees online access to claims regarding which injured persons seek their rehabilitation services
- Data requirements for migration of legacy data to TXCOMP and for TXCOMP to pass data back to COMPASS only to the extent that data is required for downstream processing

Note: Within this release we must also satisfy:

- the carriers’ need to have an “other carrier” role that allows time-limited carrier access to a carrier that is an alleged party to the claim for a period of time or when they are denying liability for a claim
- the carriers’ need to receive notification from TXCOMP for events, such as:
  - injured worker name change
  - injured worker address change
  - injured worker SSN change

### **Involved Roles**

Internal: Field Services, Customer Services, Medical Review, Compliance & Practices, Records Processing, Records Archiving, Hearings, Health & Safety, Agency Mail Intake, Strategic Planning, Return to Work Services, and BITS

External: Insurance carrier system administrators, employees, and adjusters; DRS system administrator and employees; Employer system administrators and employees; Doctor Administrators and doctors,

Injured employees and their representatives; Trading partners, their system administrators and employees; Third-Party Administrators, their system administrators, and employees.

## **KNOWN SYSTEMS/PROGRAMS IMPACTED BY THE TXCOMP LOST TIME/COMPENSABILITY SOLUTION**

### TXCOMP

- Notice Solution
- Participant Solution
- Workflow (BPC)
- Datacap (OCR and paper form scanning)
- Address/Name Standardization Engines
- Corticon Business Rules Engine
- Correspondence Engine
- Crystal Reports
- Individual, Incident, and Organization Matching Engines
- Content Manager (document repository)
- Ascential EDI
- IWay Mainframe Gateway connection from COMPASS to TXCOMP)
- CLIP (Compass Legacy Interface Program to extract data for submission to COMPASS)

### COMPASS

- CROB-21
- EDI-A49
- COMPASS Letters and Reports