

SUCCESS STORIES

BUSINESS ISSUE

OVD engaged a large manufacturing company with a plan to address their adverse experience mod. The manufacturer had been with the same agent for over 20 years and had an experience mod of over 1.60 for the last 7 of those years. Looking for a fresh approach to claims and risk management, the manufacturer decided to partner with OVD.

ACTION PLAN

The OVD team worked closely with the clients senior leadership team to develop a plan focused on reversing the trend of increasing workers' compensation costs. The plan included:

The Plan :

- _01 Conducting a Risk Control Assessment to help identify and prioritize the action plan
- _02 Formalize a Safety-Committee and have OVD participate as an active member
- _03 Train all supervisors on Job Hazard Analysis (JHA)
- _04 Conduct an Ergonomics Assessment and training at all locations
- _05 Continued recurring training for all supervisors

The Agent and Claims Team at OVD focused on educating the client and establishing a claims management process that included:

- Early reporting of all claims
- Establishing and educating supervisors on a transitional return to work policy
- Create a light duty job bank that could accommodate almost all restrictions
- Recurring claims review meetings

RESULT

The hard work began to pay off for the client after year one - OVD presented a Dividend Workers' Comp program which ended up paying back 23% (just over \$71,000) of the total annual premium. The experience mod continued to decrease in each new year. Within 4 years, the clients experience mod dropped from a 1.74 to a .63 - which resulted in their Workers' Comp cost decreasing by over 65%.