

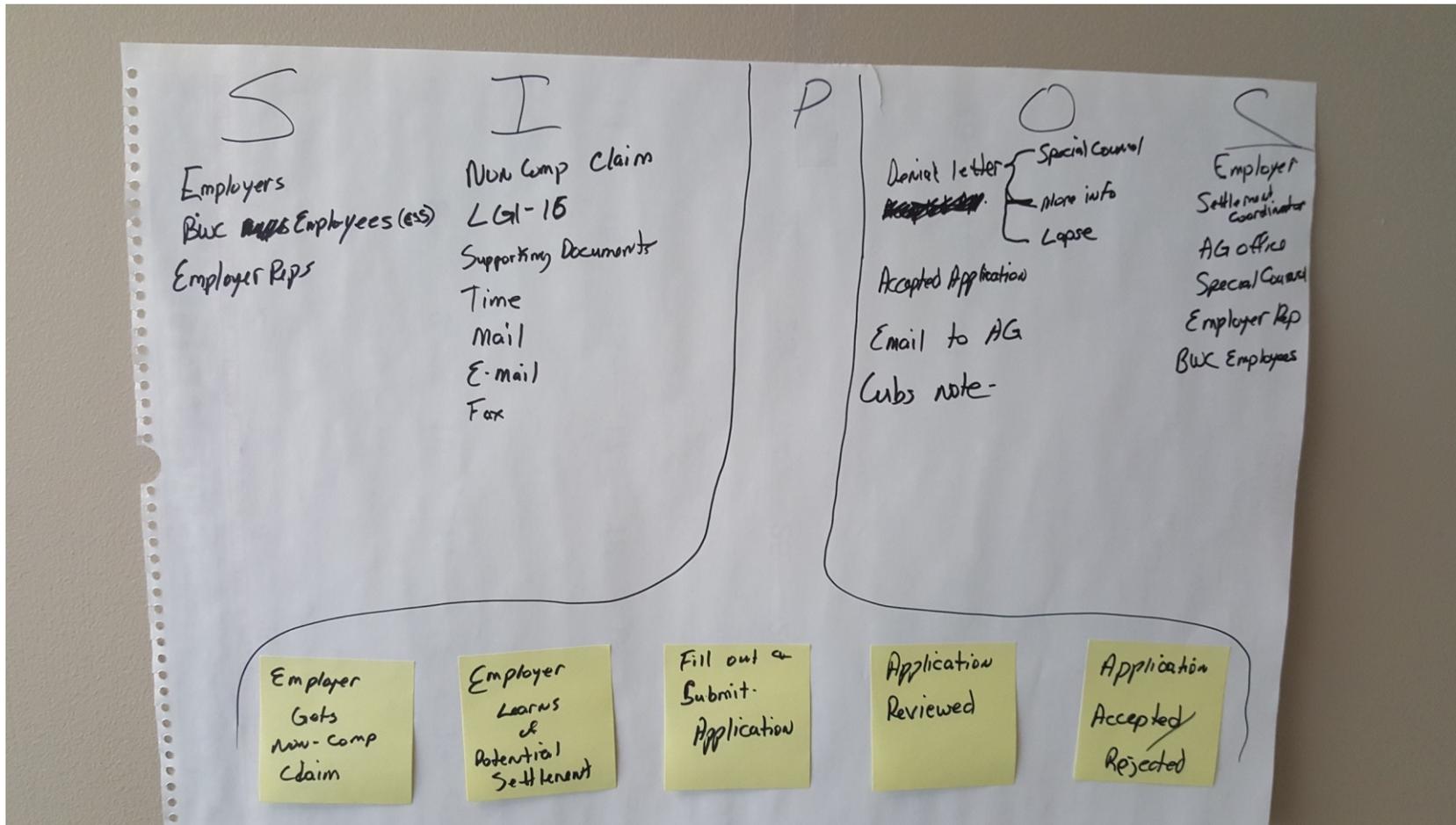
SETTLEMENT APPLICATION IMPROVEMENT PROJECT

Adjudication Unit - Bureau of Workers'
Compensation

PROJECT OVERVIEW

- ◉ The purpose of this project was to identify some ways to improve the non-compliant/VSSR claim liability settlement application process.
- ◉ Currently, the settlement coordinator would wait on an employer to find out of the potential for a settlement and submit an application.
- ◉ Approximately one third of applications received were not able to be processed due to errors with the submitted documents or issues with the employer's eligibility.

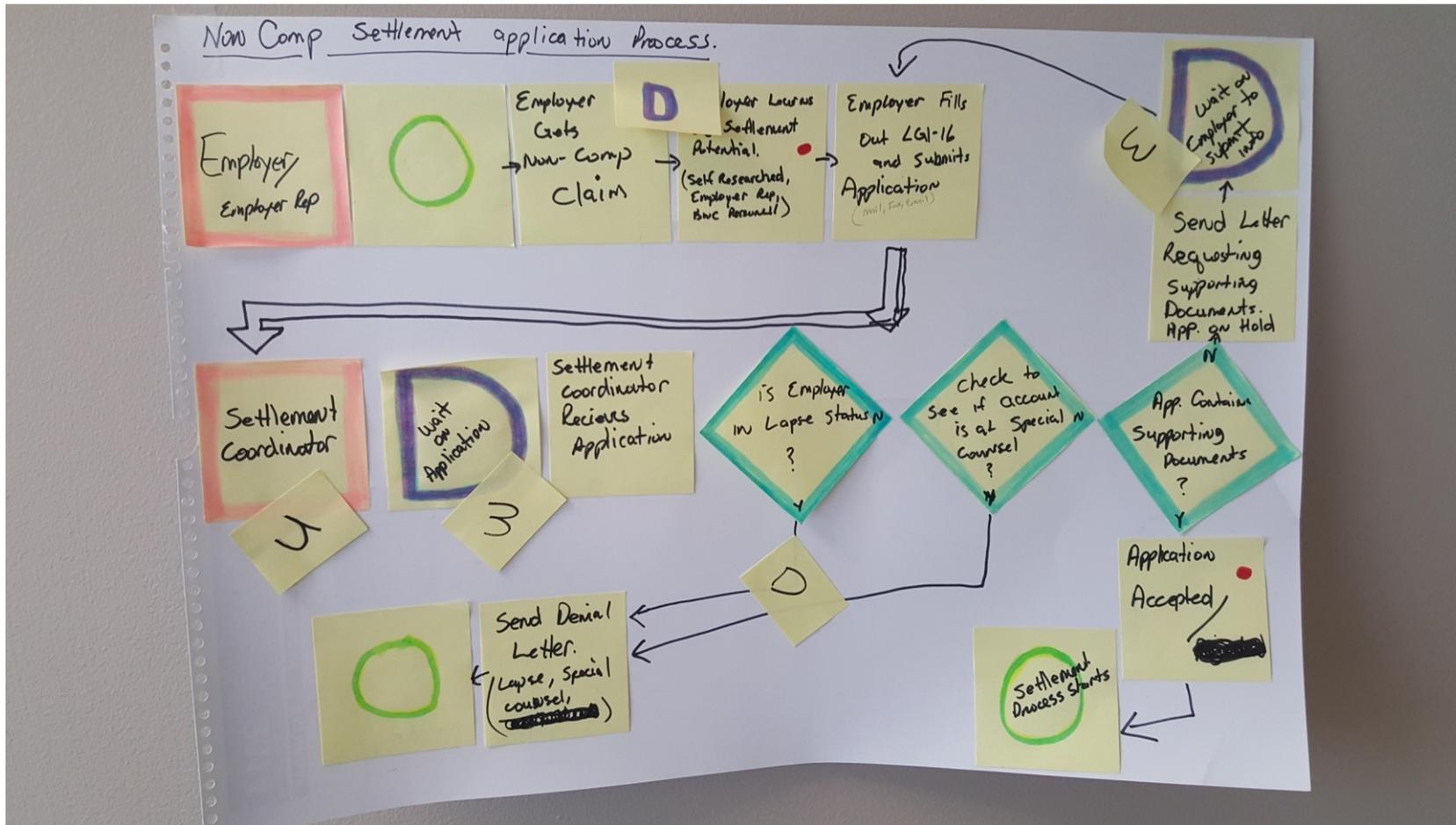
THE FIRST STEP WAS THE SIPOC



RESULTS OF THE SIPOC

- ◉ This project is only looking at the application process which starts with the employer having a non-complaint or VSSR claim and ends with the application being accepted for review.
- ◉ We will not be dealing with the actual processing of the settlement.

PROCESS MAPPING



RESULT OF PROCESS MAPPING

- ◉ The process map helped to identify three areas that cause delays in the current process.
 1. There can be a delay in the employer finding out about the potential of a settlement.
 2. There is a delay in the settlement coordinator receiving an application because of #1.
 3. There is a delay when un-workable applications are received and the settlement coordinator must wait on resubmissions.

BRAINSTORMING!

Brain Storming

LGL-15 instructions

Nothing / No change

~~Change LGL-15~~ - all info required by Rule/Law.

ON-Line form* - 2nd Phase?

Settlement Information Letter

Settlement Information Email *when available?

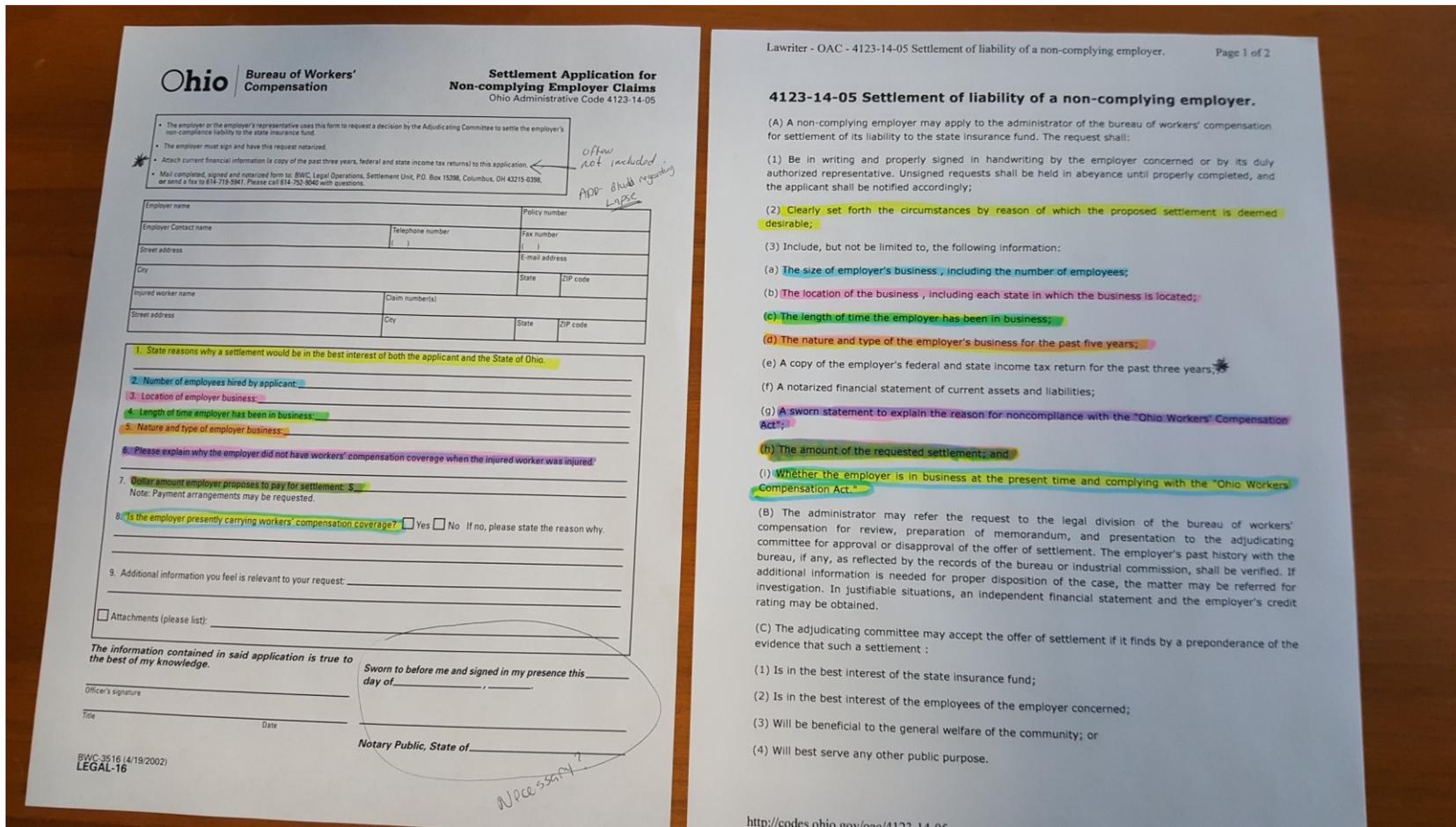
RESULTS OF BRAINSTORMING

- ◉ Brainstorming identified a few usable ideas. However, after discussion only two are going to be implemented.
 1. First, we will identify employers that are eligible for a settlement and develop a letter to send to them notifying them.
 2. We will develop an instruction sheet to accompany the Legal-15 application helping them to properly complete the settlement packet and outlining the settlement process.

CONCLUSION

- ◉ We are hopeful that the two improvements that we have identified will minimize all of the delays in the current process.
 1. By notifying employers of potential settlements we will no longer wait for them to find out. This will move away from the current push system to a pull system.
 2. With employer's notified sooner, we are expecting less wait for the settlement coordinator as he will be seeking out the settlement instead of waiting on them.
 3. The instruction sheet for the Legal 16 form will notify employers of what we are looking for with the questions and also what supporting documents are needed for the packet. It will also inform them of reasons their application cannot be completed in hopes that they will not submit applications if those situations exist.

LEGAL-16 FORM REVIEW



In reviewing we found that the current Legal-16 form was packed with questions and had little room to add information. We were also unable to remove information as the questions all related directly to OAC 4123-14-05. The picture shows where the rule and form coincide.