

sedwick
caring counts

Caring, listening, collaborating & navigating
Terri Riley, SVP integrated services, Sedwick

Who we are: Caring counts at Sedwick

taking care of people | a balanced approach | delivering results

15,000 TAKE CARE OF **2.6 million**
colleagues people every year

Sedwick is the largest TPA in the U.S. with a global reach

Why caring counts

- 1** Patient-centric focused outcomes
- 2** Patient and prescriber pharma-education
- 3** Behavioral health support
- 4** Patient and provider self-serve portal
- 5** Customer service 1-800 number
- 6** Medical provider forums
- 7** Measuring success

An alliance between the payor and provider

INJURED WORKER

CLAIMS EXAMINER

CLINICIAN

PROVIDER

- Benchmarking
- Collaboration
- Multi-disciplinary clinicians
- Education
- Utilization management
- Express reimbursement

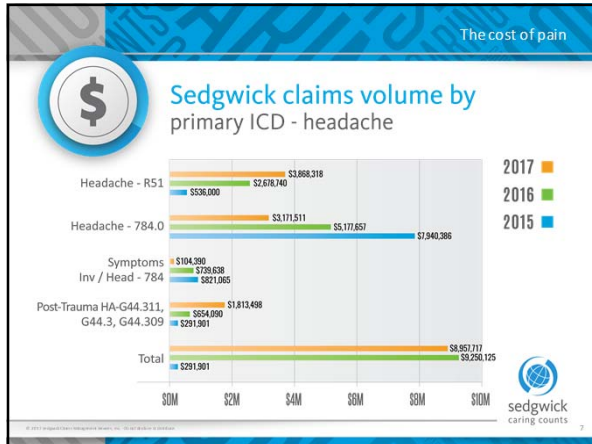
The workers' compensation landscape

- 1** Role of the payor
- 2** Changing complex regulations
- 3** American business impact
- 4** Electronic billing and documentation
- 5** Provider network pressure
- 6** Medical Inflation/ FS/UCR
- 7** Reciprocal goals

Pain & the occupational injury

Sedwick claims volume by primary ICD - headache

Category	2017	2016	2015
Headache - R51	3,483	9,445	19,581
Headache - 784.0	29,645	15,480	8,800
Symptoms Inv / Head - 784	2,552	1,596	662
Post-Trauma HA-G44.311, G44.3, G44.309	801	4,349	11,437
Total	36,461	30,870	67,331



The sad statistics about opioids

47,085 Drug overdose deaths in 2016

This is approaching the number of american military lost during the entire vietnam war.

33,215 71% Were due to prescription opioids

91 People die each day from opioids

4 People will die during this presentation

CDC 2017 STATISTICS

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Making strides together in workers' compensation

Workers Compensation Research Institute (WCRI) recently published a study covering 26 states on the prevalence of long term opioid use in workers' compensation

RESULTS Reduction in long term opioid use in major states by 1 to 4%

- 4%** Kentucky New York
- 2-3%** Michigan Tennessee
- 1-2%** California Texas Florida

GREAT NEWS improvements seen

Some states also saw increases: **Indiana and Wisconsin**

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Our work is never done in the fight against addiction

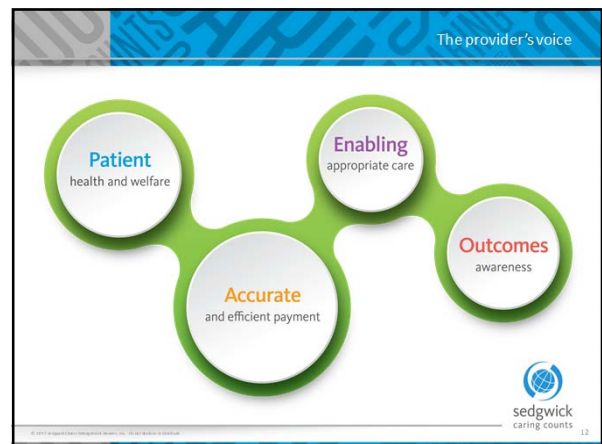
At Sedgwick we have made significant strides in reducing the use of opioids. But our work is far from over.

We still have over 20,000 injured workers today from claims reported in 2015 where some form of opioid use is ongoing.

IMPACT Our complex pharmacy solutions in cooperation with medical providers

- 48%** On the cases we managed we have been able to reduce the MED by 48%
- 52%** We have reduced the drug spend for the clients who participate by 52%
- 24%** We have been able to decrease the number of prescriptions a person is taking by 24% (prescription or pill burden)
- 41%** We have been able to stop medications at the point of sale through pharmacy UR 41% of the time

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Sound utilization review

- Intent for low frequency / high cost treatment:
 - In-patient
 - Experimental
- Pressure: Insurers and plaintiff attorneys
- Importance of documentation
- Data verification

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Voice of innovation

- 1 Technology in healthcare**
 - Telehealth
 - Telemedicine
 - Transportation
 - Translation
- 2 Decision optimization**
- 3 Process automation**
- 4 Continuous connectivity**
 - 24/7 clinicians and provider benchmarking / search
 - Proven guidelines
 - Multi-disciplinary resources
- 5 Whole health**

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Thank you | Questions?

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