Lowering Workers’ Comp Costs
Best Practices

October 9, 2014
Your Ultimate Guide to Mastering Workers’ Comp Costs

Learn more about Mastering Workers’ Comp Costs: [www.advisenltd.com/wcbooks](http://www.advisenltd.com/wcbooks)

Price: $249
Your Ultimate Guide to Mastering Workers’ Comp Costs – 19 Chapters

- Workers Compensation Insurance Basics
- Fundamentals of Cost Containment
- Training and Building Commitment
- Injury Management Best Practices Roles and Responsibilities
- Reporting the Claim
- Post-Injury Response Procedures
- Communication with Employees
- Working with Your Adjusters or TPA
- Safety and Loss Control
- Wellness Programs
- Return to Work and Transitional Duty
- Other Indemnity Cost Containment Services
- Directing Medical Care
- Medical Cost Containment
- Fighting Fraud and Abuse
- Rehabilitating the Injured Employee
- Managing Prescription Drug Use and Abuse
- Claims Resolution and Settlements
- Federal Employees Compensation Act
- Appendix A – Glossary of Abbreviations
- Appendix B – Documents Referenced in Book

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Today’s Moderators

David Bradford

Rebecca Shafer
Strategically-oriented risk practitioner with demonstrated expertise in assessing and controlling global array of risk to maximize employee health and safety, increase productivity, resolve long-term problems, improve morale, and management of reputation risk. Strategic risk leader with business process expertise, an intimate knowledge of the business and industry, broad-based operational perspective, company’s risk leader, key player in due diligence, and pushes/pull leading practices across industries.

In summer of 2012 joined California Pizza Kitchen (CPK) as Senior Director of Risk Management, implementing and directing enterprise/strategic risk management program after several years of an operational risk management only department function. Oversees policy and procedure development and implementation for all corporate insurance program exposures. During brief tenure at CPK has introduced multi-million dollar corporate insurance allocation program to equitably distribute premium and loss expenditures; revised budgeting and risk financing programs to reduce collateral and interest payments for corporate insurance policies; achieved annual loss rate trend decreases in property and casualty programs; implemented risk information technologies to improve effectiveness and efficiencies of claims administration; and instituted various crisis management, business continuity, asset protection, food safety, and alcohol liability initiatives. Prior organizations consist of Raising Cane’s Chicken Fingers, Dave & Buster’s, and Electronic Data Systems.

Academic achievements include Bachelor and Master of Science in Management and Associate in Risk Management (ARM) professional designation. This fall participating in Spencer Education Foundation’s 2014-2015 “Risk Manager in Residence” program (RMIR) at Florida State University, lecturing to students for several days on campus regarding a career in risk management. A proud native of Austin, Texas currently resides in Los Angeles, California, with extreme loyalty to Dallas Cowboys and Los Angeles Lakers.
Mark Newman is the Director of Blackstone Consulting, Inc.’s (BCI) Special Investigations Unit (SIU). BCI is a self-insured Department of Defense and Fortune 500 contractor that employs 5,000 people, and provides food-service, janitorial and security services in 17 states.

Upon joining BCI in 2011, Mr. Newman designed, developed and implemented a comprehensive corporate anti-fraud strategy, which included the creation of an internal SIU.

In the 4 years since Mr. Newman created BCI’s internal SIU, claim frequency fell 84%, the average cost per claim dropped 87%, the average cost per indemnity claim declined 74%, and total claim costs plummeted 97%. These dramatic declines occurred despite a nationwide increase in claim costs and suspected fraud during the same time period.

As the Director of BCI’s SIU, Mr. Newman’s duties include the overall responsibility for BCI’s fraud mitigation program. This includes coordinating and managing all claim investigation activity, as well as conducting anti-fraud training for employees and managers.

Mr. Newman has over 20 years of in-house insurance company experience, most of which was spent investigating workers’ compensation and disability insurance claims.

Mr. Newman is a Certified Insurance Fraud Investigator (CIFI) through the International Association of Special Investigation Units, and has been a licensed California private investigator since 1997. Mr. Newman began his investigative career as a police officer in Southern California.
Bob Walker is responsible for assuring that all resources available through Arthur J. Gallagher’s global network are focused on providing our clients the highest level of service possible. In keeping with Arthur J Gallagher & Co.’s dedication to quality, Mr. Walker also plays a key role in seeing that the products and services that attracted a client to Gallagher are delivered on an ongoing basis. Bob is a principal in Gallagher’s Global Risk Management Practice as well as our M&A Niche.

Prior to joining Arthur J Gallagher & Co., Mr. Walker held various executive positions with Jardines and Willis. His responsibilities included the management of large, global Property and Casualty accounts, business development and program sales management, and general management of the New York operations of these firms. In addition, while at Jardines, he was the President of their Employee Benefit Actuarial subsidiary and was responsible for a JV with a Japanese trading company.

Bob has over 30 years of experience in the insurance industry. He is licensed for Property/Casualty and Life/Health in New York, New Jersey and various other states. He has an ARM designation as well as a CLU in Group Life and Pensions. Bob also holds a certificate from the Wharton School’s Advanced Risk Management Sciences course. He earned a B.S. degree from St. Peter’s University.

Bob was a member of the Board of Directors of the Insurance Brokers Association of New York. He is active in various civic and industry groups and is a lecturer at Fordham University Graduate School of Business and an Executive in Residence at St. Pete’s University.
Michael Stack is the Principal of Amaxx Risk Solutions. He is an expert in employer communication systems and helps employers reduce their workers comp costs by 20% to 50%. He resides in the Boston area and actively works as a Qualified Loss Management Program provider working with high experience modification factor companies in the Massachusetts State Risk Pool.

As the senior editor of Amaxx’s publishing division, Michael is on the cutting edge of innovation and thought leadership in workers compensation cost containment. He stays in tune with the latest industry challenges, and pursues partnerships with industry leaders to provide the go-to resource for best practices.

In almost every problem, Michael believes some facet of the cause is communication. In the case of Workers Compensation, poor communication is not only causing emotional strains on the employee and employer, but also unnecessary strain on the employer’s bottom line. He believes the root of a good Workers Comp Cost Reduction system must be Win-Win to be successful.

Michael brings a unique CPA background to the workers compensation space, and is highly in tune with the impact of workers compensation cost containment on a companies bottom line. He is dedicated to writing, speaking, and masterminding with others for the purpose of continuous improvement in an area so vitally important to companies and individuals.
Rebecca Shafer is an attorney and risk consultant who is an acknowledged thought leader in the cost containment niche. She has collaborated with companies — large and small — to help them significantly reduce their workers’ comp costs by as much as 20% to 50%. As the litigation manager of a Fortune 500 company with 89 operating units in the U.S. and Europe, Shafer cut workers’ comp costs in half.

Shafer’s passion is helping companies to improve communications with employees. She also dedicates her time to pinpointing the exact cost drivers that impact workers’ compensation programs and finding solutions for integrating claims administration more effectively with internal operations.

Shafer created specialized, highly successful cost containment practices for global insurance brokers Marsh and Aon. She also managed workers’ comp client cost reduction consulting practices for both. As CEO of Aon Management Institute, Shafer developed a CEU-certified training facility named Comp Camp®, where she trained employers from as far away as China. Shafer also developed the Workers Comp Tool Kit®, a patented process that identifies and implements workers’ comp best practices simultaneously in multi-divisional organizations.

Shafer’s work with employers has involved touring and learning about the operations of many facility types. Because of her field experience, she incorporates deep knowledge of manufacturing, distribution, printing/publishing, pharmaceutical, transportation, retail, food service, volunteer, and many other industries into her risk management expertise.

She has worked with well-known industry leaders, such as The New York Times, OfficeMax, First Group America, Wyeth, USAir and Universal Orlando. Shafer is licensed to practice law in Connecticut and New Hampshire, and her law firm experience includes insurance defense.

Shafer serves on the LexisNexis Executive Committee and the National Workers’ Compensation & Disability Conference Committee, and is also a frequent writer and speaker.
## Case Studies

<table>
<thead>
<tr>
<th>Type of Company</th>
<th>Company Attributes</th>
<th>Company Savings</th>
</tr>
</thead>
</table>
| Major Pharmaceutical Company     | • 12 U.S. Operations  
• RNs at each location  
• Traveling Sales force  
• Wanted to become Best-in-Class | 40% Best Practice Improvement  
(15% cost reduction)               |
| Global Transportation Conglomerate | • 1000+ U.S. locations  
• Part-time & unionized workforce  
• One Safety Professional/Zero Claims Personnel  
• Light to Heavy Job Classifications | 25% Loss Reduction                    |
| Entertainment Theme & Water Park | • 10,000 Unionized Employees  
• One site  
• Hundreds of Departments | 30% Reduction in Lost Days          |

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What should the realistic goal be when reducing workers comp costs?

David Bradford

Rebecca Shafer

David Williams

Mark Newman

Bob Walker

Michael Stack
How soon is too soon to get involved with a workers comp claim?

David Bradford
Rebecca Shafer
David Williams
Mark Newman
Bob Walker
Michael Stack
What is the best way to develop and implement a Return-to-Work program?

David Bradford  
Rebecca Shafer  
David Williams  
Mark Newman  
Bob Walker  
Michael Stack
What are the essential aspects of employee communication around a Workers Comp claim?

David Bradford

Rebecca Shafer

David Williams

Mark Newman

Bob Walker

Michael Stack
How do risk managers and safety directors get senior management commitment?
How are leading experts establishing effective training programs?

David Bradford
Rebecca Shafer
David Williams
Mark Newman
Bob Walker
Michael Stack
## Implementation Timetable

These are available in Chapter 2 of the *Ultimate Guide to Mastering Workers Comp Costs: Reduce Costs 20%-50%*

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Person Responsible</th>
<th>Completion Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Meeting at Trinity to discuss WC Cost Reduction alternatives. Name the new program. Team: Arthur J. Gallagher Claims VP, Shafer, Corp MD, Trinity Legal, Trinity HR, Trinity RM</td>
<td>V. Hauschid, A. Pisiodrita, R. Shafer, D. Lambert &amp; Walker</td>
<td>9/12/13 DONE</td>
<td>Discussed options of having all lines utilize take Best Practice Assessment, get WC Score vs. doing onsite recommendations. After Wiki has the scores and recommendations, we’ll reconvene via conference call to discuss next step. Next step probably having each division get their Cost Per FTE and RTW Ratio.</td>
</tr>
<tr>
<td>2. Send draft kickoff letter to Wiki</td>
<td>R. Shafer</td>
<td>9/15/13 DONE</td>
<td></td>
</tr>
<tr>
<td>3. Send informative email to each division with information about WC Scoring Process</td>
<td>V. Hauschid</td>
<td>9/18/13 DONE</td>
<td></td>
</tr>
<tr>
<td>4. Get names of coordinators at each division and issue User Names/Passwords.</td>
<td>V. Hauschid</td>
<td>10/6/13 DONE</td>
<td>Include each name (first/last) and email on spreadsheet for Becky, as Tony.</td>
</tr>
<tr>
<td>5. Division Contacts get WC Scores and Recommendations</td>
<td>Each division IC/RN</td>
<td>10/6/13, 11/8/13 DONE</td>
<td>Best to have the team respond to BP Assessment questions to stimulate discussion amongst team members.</td>
</tr>
<tr>
<td>6. Visit Trinity Facility</td>
<td>T. Piscopo, R. Shafer, V. Hauschid</td>
<td>Week of 10/2/13, 11/29/13, 3/15 DONE</td>
<td>Becky &amp; Tony to visit facility to gain insight into operations. This will be done in tandem with 3/15/13 meeting with Cambridge GB.</td>
</tr>
</tbody>
</table>

33. Year Two WAW Conference **Possible two-day event.**

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Facilitators Training Agenda

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What does an in-house SIU Director do vs. an insurance company’s SIU Director?
How does having an in-house SIU Director help a company’s bottom line?

David Bradford

Rebecca Shafer

David Williams

Mark Newman

Bob Walker

Michael Stack
What is the important cost containment tip or strategy?

David Bradford

Rebecca Shafer

David Williams

Mark Newman

Bob Walker

Michael Stack
Contact our Panelists

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Your Ultimate Guide to Mastering Workers’ Comp Costs

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The Comprehensive Edition

• The #1 training manual that covers how to assess your workers' compensation program, design the most cost-impacting strategy, roll out comprehensive changes to your organization, and monitor and manage the program going forward. 196 pages; $249.

• The book is based on hands-on experience of industry leaders who have developed programs that reduce workers comp costs 20% - 50% for employers in every industry. The author, Rebecca Shafer, has worked directly with the largest organizations in the US developing practical, cost effective solutions to out of control workers' compensation costs.

• Our guidebook provides simple to advanced strategies — everything an employer CAN DO to reduce costs — an EMPOWERING experience.

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The Mini Book: A 20-page booklet summarizing each chapter of the comprehensive book down to one page each. This booklet is in OUTLINE format, thus perfect for training programs and as a seminar follow-along handout. This booklet can be used as a stand-alone for training or promotions, or in conjunction with the Comprehensive Guidebook.

These valuable mini-books make great handouts at conventions. They stay on your prospects and clients' desks forever, like a HUGE business card! Very useful as a conference promotional item.

$37/ea or 25 for $250

The Pocket-Size Mini-Book version (5" x 7") of Your Ultimate Guide to Mastering Workers' Compensation is a great way to leave behind a "business card" that will become an important reference tool for recipients. Containing all of the information in the Mini-Book presented in a half-size package to make it convenient to carry in a pocket, purse, or portfolio.

$20/ea or 100 for $500

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**Hospital Disaster Preparedness: Worker Safety**

Wednesday, October 15, 2014 at 11am EDT

Upcoming Advisen Conferences


Save the Date!

**2015 Casualty Insights Conference**

Thursday, March 26, 2015 at 8am EDT
Crown Plaza Times Square Manhattan
Advisen’s report examines the services delivered by brokers and the commissions & fees that come with these services.

Coming in early October

http://www.advisenltd.com/research/broker-compensation-services-report/
Follow Rebecca Shafer

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https://www.facebook.com/MasteringWorkersComp

LinkedIn
http://linkd.in/1qoPPP6

Work Comp Roundup Newsletter:
http://tinyurl.com/oq6olu7

Blog
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