



CUSTOMER[®]
expressions

PROCESS DRIVEN SOLUTIONS

➤ CASE STUDY

i-Sight Case Management Software Strengthens Enforcement at Workers Compensation Commission

"The i-Sight case management software will allow us to manage our system, our people and our performance much more effectively than ever before. The implementation was very smooth and the technical staff at Customer Expressions is one of the most responsive groups I have ever worked with."

OTTAWA, Canada – September 29, 2004 – Customer Expressions, a leading provider of case management software, complaint tracking system and corrective action (CAPA) management solutions, today announced that the West Virginia Workers' Compensation Commission's Office of Inspector General has selected the i-Sight case management software as part of a broad strategy to combat fraud against the workers' compensation system.

"By implementing the i-Sight case management solution, Greg Burton, Executive Director for the Workers' Compensation Commission is letting our customers know that he is deadly serious and committed to stopping fraud and abuse within the Commission", said Christopher A. Bailes, Director of Operations for the Workers' Compensation Commission's Office of Inspector General.

The i-Sight case management software will strengthen the commission's enforcement capabilities in three ways:

- By enabling staff at the commission to more effectively track and manage cases involving suspected fraud and abuse;
- By making it easier for state employees and other citizens to report cases of suspected fraud and abuse;
- And by enabling Workers' Compensation Commission investigators to more easily analyze and detect patterns of suspicious behavior on the part of claimants, employers and medical vendors;

According to Bailes, "The i-Sight case management software will allow us to manage our system, our people and our performance much more effectively than ever before."

THE CHALLENGE

In 2003, the State of West Virginia launched a major reform of its workers' compensation system, which was then heavily in debt and losing close to \$1 million a day. A key goal of the initiative was to reduce the incidence of fraud and abuse, by stepping up enforcement and by ensuring greater coordination among the state officials who were responsible for overseeing the system. Previously, the enforcement role was divided among staff in three separate offices – an investigations unit, a legal unit and a special projects unit. Under new legislation passed in July 2003, all three offices were combined to form a single Office of the Inspector General (OIG) within the Workers' Compensation Commission.

continued...



CUSTOMER[®]
expressions

PROCESS DRIVEN SOLUTIONS

THE CHALLENGE



continued...

Merging the three groups, however, was only the first step. "In the past, each office had its own separate system of reporting, which meant there were a lot of communication problems," said Chris Bailes, the OIG's Director of Operations. Indeed, Bailes said that under the old system, there was some reluctance to report suspected cases of abuse because of the slow pace of the enforcement process and because of the lack of feedback related to ongoing investigations. "We realized that when we brought all these people together, getting quality reports and being consistent was going to be a challenge," Bailes said. "We knew that to succeed, we had to have a proper case management system."

THE SOLUTION



The Office of Inspector General evaluated a variety of case management solutions before choosing i-Sight from Customer Expressions. Two factors in particular drove the decision. "First, we found that the reporting features within i-Sight were excellent," Bailes said. "That is really key, because without good data we can't make good decisions. And second, we appreciated the flexibility that i-Sight gave us. We liked the fact that if we wanted to change our internal procedures six months down the road, i-Sight would allow us to do that."

One of the many benefits of the new system is that it is now much easier for citizens and state government employees to report suspected cases of fraud and abuse. If they wish, they can call a toll-free number and speak to a Workers' Compensation Commission staff member, who will enter the information into the system. Alternatively, members of the public can visit the Commission's website and submit the information themselves via a secure, customized web form. The system includes a series of built-in prompts to reduce the possibility of incomplete reports and ensure more effective enforcement.

Once submitted, each report of suspected fraud or abuse is routed automatically to a staff member who is qualified to decide whether the situation warrants further action. When appropriate, the case is assigned to a team consisting of a research analyst, investigator, and prosecutor. At each stage in the enforcement process, i-Sight ensures that all relevant officials are kept fully informed and can easily record their activities and the time spent working on the case. As various workflow milestones are reached, the i-Sight system also automatically generates template letters and emails to relevant recipients. For example, the person who originally submitted the tip can, if he or she wishes, receive regular email updates at 30-day intervals.

continued...



CUSTOMER[®]
expressions

PROCESS DRIVEN SOLUTIONS



THE SOLUTION

continued...

Yet another benefit is that, for the first time, the Office of Inspector General now has a convenient way of tracking and monitoring court-ordered restitution and repayments. "We have over \$6 million dollars in restitution and repayment agreements, and to date a little over 10 per cent of that has been paid," Bailes said. "We needed a way to monitor that situation the same way a bank monitors its loan repayments, with automatic alerts when people are missing their payments. The i-Sight case management software does that for us, and it's a fantastic feature."

"The implementation and launch of the i-Sight case management software has been very smooth – much easier than I have experienced with other software implementations."

Bailes is clearly impressed by the professionalism of the team at Customer Expressions. "The implementation and launch of the i-Sight case management software has been very smooth – much easier than I have experienced with other software implementations. And the technical staff at Customer Expressions is one of the most responsive groups I have ever worked with. They've been right on top of everything – just gems to work with."

About Customer Expressions

Based in Ottawa, Canada, Customer Expressions (www.customerexpressions.com) is a leading provider of web-based case management solutions for regulators and enterprises focused on quality assurance and customer service. Customer Expressions has gained an international reputation for best-in-class software that enables managers to improve customer retention and profitability. The privately held firm provides i-Sight, integrated case management software for complaint handling, corrective and preventive action management (CAPA Management), compliance monitoring, and other business processes that require case management.

For further information, please contact:

Joe Gerard, Vice-President, Sales & Marketing
800-465-6089 or media@customerexpressions.com