



## THE WHO, WHAT, WHEN AND WHERE OF CLAIMS DATA

### What are we going to learn?

The Who – that's You and your TPA

The What – EVERYTHING!!!

The When – daily, weekly, monthly, annually

The Where – Risk Management Information Systems

## **DEFINITIONS**

**Data Analytics – Organizing and visualizing data to improve your programs**

**Predictive Analytics – Using your data to determine what could happen in the future based on what has happened in the past by identifying trends and patterns**

**Outcomes – Results obtained by comparing your data to final results**



## **THE WHO (NOT THE BAND)**

**The Who is You!!!**

- **Collecting Data...Accurate Data**
- **Updating Data as the claim progresses**
- **Training managers and supervisors**



## **THE WHAT**

**What can be captured with data and measured...EVERYTHING**

**"Begin with the End in Mind" ~ Stephen Covey**

- **Think about what you want to measure**
- **Location budgeted vs. location of accident/loss**
- **Custom Coding (tracking named storms, exposures, cancer**
- **Salary Continuation**
- **Timing**
  - **Calendar Year vs. Fiscal Year**
- **Format**
  - **PDF vs. Excel**

## **TARRANT COUNTY**

**Describe how you use your data for:**

- **Safety/Loss Control**
- **Financial Reporting to Departments**
- **Subrogation Tracking**

## **CITY OF FORT WORTH**

**Describe how you use your data for:**

- **Safety Reports**
- **Financial Reporting for Departments**
- **Using “Dashboard”**



## **THE WHEN**

**Determining Frequency is important as you build out or request reports. Here are some samples:**

- **Daily – data quality**
- **Weekly – check registers, new claims**
- **Monthly – loss runs, open vs. closed claims activity, DWC and/or TDI**
- **Quarterly – program performance**
- **Annually – actuary, excess carrier**

**You should review your reports on an annual basis to insure they are still being used or if there are aspects that are no longer needed.**



## **THE WHERE**

### **Delivery of reports**

- **Scheduling reports for automatic uploads**
- **Using encrypted options such as ShareFile, FTP sites**
- **CD/DVD or jump drives – changes in security may impact these options**
- **Data feeds if you are using an internal RMIS solution**



## **DON'T FORGET THESE REPORTS**

### **Collecting Data for Managed Care Measures**

- **Preauthorization**
- **Bill Review**
- **Networks**
- **Case Management**



## **HELPFUL HINTS**

**When requesting a report think about including:**

- **The value “as of” date**
- **Start Date of the date of loss, open date, etc...**
- **Type of Coverage**

**Be prepared for the questions if this information isn't provided**

# **Questions?**

# **Thank you!!!**

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