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# County of Allegheny



Karen Womack

Workers Compensation Program Manager

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## County of Allegheny

[www.AlleghenyCounty.us](http://www.AlleghenyCounty.us)

- Second largest municipality in Pennsylvania
- The County Seat is Pittsburgh, a separate governmental entity
- County has approximately 6,800 employees





## County Departments include:

- Public Works
- Jail
- County Nursing Homes (Kane Regional Centers)
- County Police
- Emergency Management/911
- Medical Examiner
- Courts
- Elections
- Child Protective Services
- Health Dept
- Sheriff



## County Standings

- Best Practices Quadrant in PA municipal category\*
- Low frequency, low severity since 2010

\*Excess Carrier's annual benchmarking report

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# Workers Compensation Program

- Employee-Focused
  - Average 324 open claims
  - Average 60 claims in litigation
  - Each department has a workers comp liaison
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## Top Injuries

- Slip and fall
  - Strain/Sprain
  - Strike (hits, punches)
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## Claims Handling

- Self-insured with a third party administrator (TPA)
- Claims are reported directly to the TPA
- Claims can be called in 24/7 with employee report form to follow
- TPA's claims adjusters investigate claims and decide to accept or reject.
- Claims adjusters provide case management, utilize their own medical support when needed



## Post-Injury Treatment

- Urgent Care Centers & Physician Practices
- Orthopedic options
- Alternative Medicine option - Chiropractors



## Return to Work

- Goal is to return employee to her post-injury position, accommodating restrictions
- Claimant returns to work in her own department, perhaps a different location or office
- Some departments have defined modified duty positions



## Challenges

- Claimants with concurrent disciplinary actions
- Controlling medical costs
- Ongoing employee awareness of the program & procedures

# Pre-Conference Questions



- Contracts
- My role & current activities/priorities

## Contracts 2016



- Contracts are 3 years with option for a 12 month extension at the same terms
- Contracts over \$10,000 are chosen by RFP (Request For Proposals)

## What does Karen do?



- “Traffic cop”
- Operations, Fiscal, Litigation and Problem Solving
- Employees can contact me directly
- Provide support to departments
- Work with Safety staff and Safety Committee

## Karen’s current activities include:



- Attending Physician workshops and other meet/greet opportunities
- Pharmacy strategy
- Data & cybersecurity
- RFP update
- Legislative updates

Thank you!

Q & A for the Panel