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Mitchell Worker's Comp **Industry Survey Results** 

# Technology & The Future of Workers' Compensation

We wanted to know: How has the COVID-19 pandemic influenced technology usage in the workers' compensation industry? Will the changes made during the crisis sustain through 2021 and beyond? To find out, we conducted a survey of about 100 workers' compensation professionals in March 2021. Here are the results.



**Telemedicine** was the most popular technology that was adopted by workers' compensation claims organizations during the COVID-19 pandemic.



	Telemedicine	
	Mobile	0000000
	Did Not Implement Any of These	
2	Electronic Billing and Payments	
	Cloud Technologies	
	Predictive Analytics	
	Wearables	$\bullet \bullet \bullet$
	Chatbots	

35% of organizations that implemented new technology during the pandemic reported that telemedicine was the technology that had the biggest impact on their business.

Telemedicine	35%
None of These Had An Impact	31%
Mobile	13%
Predictive Analytics	8%
Electronic Payments/Billing	<b>7</b> %
Cloud Technologies	• 4%

Chatbots 

Wearables  1%

1%

70%

of participants said they believe either telemedicine or predictive analytics will have the biggest impact on the workers' compensation industry in the next 5–10 years.

	Telemedicine		35%
	Predictive Analytics		35%
	Mobile		8.5%
VV	Wearables		7.5%
	Cloud Technologies		5%
	Electronic Payments/Billing	•	4.5%
	None of These Will Significantly Impact Workers' Compensation		4.5%
	Chatbots	•	0%



**35%** of participants believe that **claim** triage, severity or reserving is or will be the most influential application of predictive analytics.



Claim Triage, Severity or Reserving

3.5% Intelligent Decisioning and Adjuster Guidance

22% **Claim Automation** 

13% **Clinical Referrals** 

6.5% SIU/Provider Behavior



**54%** of participants believe **provider visits** are or will be the most influential application of telemedicine in workers' compensation.

54% **Provider Visits** Nurse Case Management

Triage

20.5%

#### of participants think that 40% changes and pressures related to the COVID-19 pandemic are the main driver behind workers' compensation technology adoption.

COVID-19 Changes/Pressures	• 40%
Efficiency	21.5%
Cost Containment	20%
Better Quality and Consistency	8.5%
Fraud	4%
Faster Return-to-Work	4%
Better Use of Adjuster Skills	2%

of respondents said their organization <u>22%</u> processes 0-25% of medical bills using straight-through automation.

	0–25% of Bills	22%)
	25—50% of Bills	8.5%
	50—75% of Bills	8.5%
<u>(</u> \$	75% of Bills or More	14%)
	Unsure	47%



\$

of participants said their organization processes 0–5% of claims using straight-through process automation.

0-5% of Claims

5–10% of Claims

Unsure

10% or More of Claims

24%
16%
11%
49%

22% of respondents said that adapting to challenges from the COVID-19



### pandemic is the biggest claims challenge their organization is facing today.

Adapting to Challenges from the COVID-19 Pandemic	-	22%
Workflow Efficiency		19%
Cost Pressures		18%
Return-to-Work Time		13%
Changing Workforce/ Employee Turnover		12%
IT Budget		7%
Keeping Up to Date With Regulatory Changes		5%
Pharmaceutical Management		4%

### **29%** of survey respondents say they classify the company they work for as an insurance carrier.

Insurance Carrier	<b>29%</b>
Employer	19%
Third Party Administrator	12%
Broker	9.5%
Other	9.5%
Vendor	8.5%
Managed Care Company	6.5%
Risk Management	3%
State Fund	2%
Public Entity	1%

### of respondents said they have 10+ years of workers' compensation industry experience.



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