

Service Levels and  
KPI's- How the good  
stuff relates?

# Enhancements to improve service levels

## *Standardized Staffing Process*

- Transitioned follow ups to every day vs 2 days
- Created a standard process for capturing patient availability and scheduling the injured worker for a future appointment without availability (dependent on adjuster direction)
- 66% reduction in unscheduled inventory with 29% less resources since April 2020
  - 506 referrals to 173 referrals

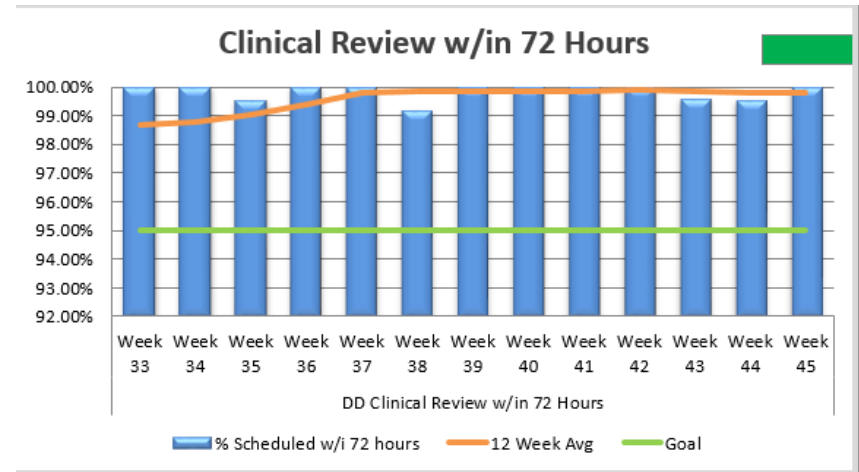
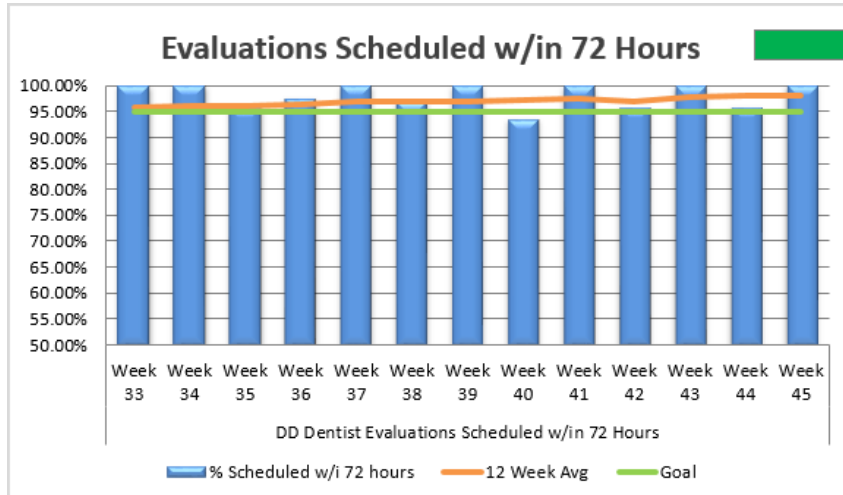
## *Follow Up Dates within Queues*

- Enhanced portal queues to allow associates to work referrals based on due dates vs working a queue without direction on which referrals should be worked in a given day

## *Clinical Review*

- Created new review types to reduce unnecessary communication going to payers increasing productivity.
- Quicker more concise reviews via email communication reducing the number of full reports without reducing clinical savings or value.
- Clinical review output up by 20%

# Service Levels improving with enhancements

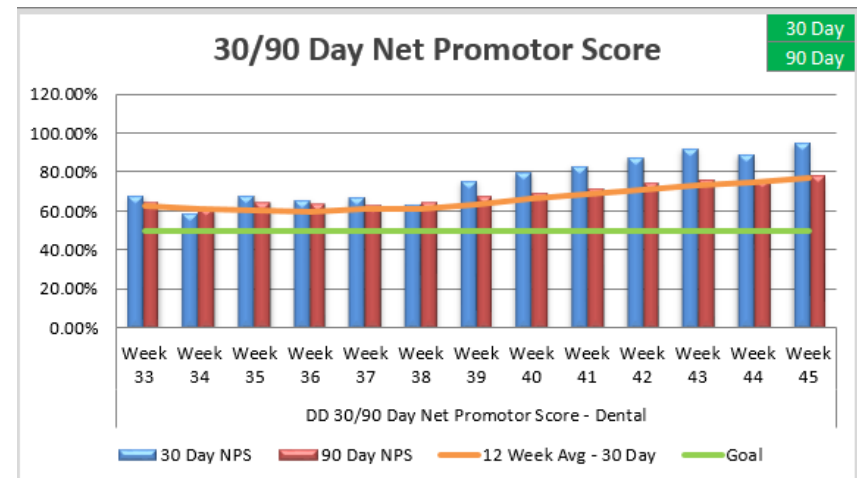


Net Promoter Scoring-  
Proof is in the  
pudding!

# Success through Change!

Customers are recognizing the quicker turnaround times.

- *Liberty Mutual: Great friendly service. NPS: 10*
- *Gallagher Bassett: The One Call Dental team that assisted me with this WC patient was extraordinary! Kudos for all of them: Ann Truett, Rachel Cobos, Kristina Lofaro, Elizabeth Chrosniak, and Carlos Escobar in the interpretation services. Your dedication really makes a big difference. great job! NPS: 10*
- *Sedgwick: One Call is very prompt with providing service and updates. NPS: 10*
- *ESIS: Great service. Excellent referral outcome and process. I'm very impressed. NPS: 10*
- *Zenith: Great job every time. NPS: 10*
- *PMA: Everything was taken care quickly and thoroughly. NPS: 10*



Sales can ask for a NPS report by payer! Encourage your customers to fill out their surveys!