



*The Right Call for Workplace Injuries®*

## **Client Success Summary**

# **Iowa Municipalities Workers' Compensation Association**

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*Injury Hotline Ensures Right Time, Right Care, & Right Results*

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### **About IMWCA**

In 1981, the Iowa League of Cities (League), which represents more than 870 of the 947 cities in Iowa, was instrumental in creating the Iowa Municipalities Workers' Compensation Association (IMWCA). This self-insured risk pool provides competitive workers' compensation coverage for local governments including cities, counties, and other intergovernmental agencies.

Curt Svalstad, director of risk services, and Jeff Hovey, claims manager at the League, outlined the key benefits they received from the Company Nurse Injury Hotline.

### **Company Nurse Benefits**

#### ***The Right Time***

Previously, IMWCA experienced an average 21-day delay in receiving injury reports. "Now, we're immediately notified of injuries through the Company Nurse call center, and the program has significantly reduced our paper shuffle," said Curt Svalstad.

#### ***The Right Care***

"After speaking with a nurse, approximately 30 to 40 percent of the injured workers do not need or request additional medical care—which means we've safely reduced our ER and medical costs," said Jeff Hovey.

#### ***The Right Results***

"Another key benefit is a mechanism to ensure compliance with the use of our preferred providers and medical referral protocols," said Svalstad. "With each and every call, we have a more consistent, appropriate, and cost-effective medical referral process."

### **Client Accomplishments**

- Lag time dropped significantly—from 21 days to an average of 2 days.
- The average cost of a claim reported via the Company Nurse Injury Hotline was 44% less than historical claims.
- Savings from the pilot program enabled IMWCA to reduce its WC costs by 16%
- Due to the phenomenal performance, IMWCA expanded the Company Nurse program organization wide.

### **Keys to Success**

IMWCA also implemented an electronic data interface with Company Nurse, which enables the organization to automatically import injury information into its claims system. This results in a seamless flow of information and further streamlines the claims process.

IMWCA also implemented the Company Nurse return-to-work program, known as RTW NOW. This online database enables a structured and systematic approach to facilitate safe and immediate RTW results.

For the complete IMWCA case study, contact Dennis Chandler, [dennisc@companynurse.com](mailto:dennisc@companynurse.com).

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**Company Nurse, LLC**

For more information, go to [www.companynurse.com](http://www.companynurse.com) or call (888) 817-9282.