

Spotlight^{on} Success



Main Line Health

Best-practices safety/risk control and claims management prove a winning strategy for this 10,000-employee, Philadelphia-area health care system.



Main Line Health (MLH) created a dynamic workers' compensation culture built on engagement, empowerment and sustainability. Proactive, forward-thinking risk control and safety initiatives helped prove to injured workers they were valued and cared for. To strengthen their claims management, MLH needed a TPA with a partnership approach. In 2016, they began working with PMA Management Corp., utilizing PMA's integrated claims and managed care program, medical and pharmacy management resources and healthcare expertise. Together, PMA and MLH achieved managed care savings and reduced lost-time claims—resulting in a big impact on program costs.

Partnership Results

2015-2017

- Average "days to close claims" declined 56%, from 349 to 153
- Average paid per claim declined 72%
- Number of lost-time claims reduced 30%, from 89 to 62
- 77% of claims reported in three days
- Managed care savings of \$1.8 million off billed charges in 2017

2018 Teddy Award Winner

Main Line Health recently earned one of the most coveted honors in the workers' compensation industry. For more than 20 years, *Risk & Insurance* has used its Theodore Roosevelt Workers' Compensation & Disability Management Award (Teddy Award for short) to recognize exceptional workers' compensation programs. Each year, the Teddy Award judges independently review applications, looking for innovation, flexible approaches, and sustainable results. Main Line Health's commitment to best-practices safety/risk control and claims management and creating a dynamic culture landed them a 2018 Teddy Award.

"MLH's workers' compensation program is driven by robust data analytics. PMA's comprehensive stewardship report examined our claim data with expert level precision and identified pragmatic loss prevention opportunities. Moreover, PMA's service team consists of top notch professionals who are invaluable resources."

– Steven Besack
System Director, Workers' Compensation



"Employee advocacy is a key component of our workers' compensation program. As our TPA, PMA's ability to meet any challenge within claims handling and program structure has been an asset to our program and our employees."

– Michael Miller
Manager, Workers' Compensation and Employee Safety

About Main Line Health

Founded in 1985, Main Line Health is a not-for-profit health system serving portions of Philadelphia and its western suburbs. Main Line Health's commitment—to deliver advanced medicine to treat and cure disease while also playing an important role in prevention and disease management as well as training physicians and other health care providers—reflects our intent to keep our community and ourselves well ahead. A team of more than 10,000 employees and 2,000 physicians care for patients throughout the Main Line Health system.

At Main Line Health's core are four of the region's most respected acute care hospitals—Lankenau Medical Center, Bryn Mawr Hospital, Paoli Hospital and Riddle Hospital—as well as one of the nation's recognized facilities for rehabilitative medicine, Bryn Mawr Rehabilitation Hospital. The Main Line Health system also includes Mirmont Treatment Center for drug and alcohol recovery; Main Line Health HomeCare & Hospice, which includes skilled home health care, hospice and home infusion services; Main Line Health Centers, primary and specialty care, lab and radiology, and other outpatient services located in Broomall, Collegeville, Concordville, Exton and Newtown Square; Lankenau Institute for Medical Research, a biomedical research organization; and Main Line HealthCare, one of the region's largest multispecialty physician networks.

About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results. Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients. PMA Companies includes **PMA Insurance Group**, **PMA Management Corp.**, and **PMA Management Corp. of New England**. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (www.orgig.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

