

Spotlight^{on} Success



Massachusetts Port Authority

With employee well-being its #1 priority, workers' compensation program excels



Restructuring Massport's workers' compensation program was a decade-long process—realigning departments, streamlining processes, and operating more collaboratively was a massive undertaking. So, too, was the cultural shift to employee well-being as Massport's top priority. Annual safety and health & wellness fairs, and light duty assignments married with a formal return-to-work program, paved the way. Over time, years of efforts and improvements gelled to yield remarkable results for Massport's workers' compensation program.

Partnership Results

2011-2016

- **\$21 million saved** by restructuring Massport's ILA program and outsourcing claims to PMA
- **55% improvement** in average days to close lost-time & medical-only claims
- **16% fewer total claims**
- **28% fewer lost-time claims**
- **58% savings on total paid** on claims closed within 12 months
- Nearly **\$2.3 million** in medical bill savings

2017 Teddy Award Winner

Massachusetts Port Authority recently earned one of the most coveted honors in the workers' compensation industry today.

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 judges independently review applications, looking for innovation, flexible approaches, and sustainable results.

Massport's decade-long commitment to restructuring its workers' compensation program and instilling a culture of worker safety across the 24/7 operation landed them a 2017 Teddy Award.

“Massport and PMA have continuous communication throughout the claims process. The communication begins with timely reporting of the injury and follows through to claims resolution. Our collective efforts ensure that Massport's vision is executed and our goals are achieved.”

— Frank Rivera

*Director of Risk Management & Workers' Compensation
Massachusetts Port Authority*



About Massachusetts Port Authority

Massachusetts Port Authority is New England's gateway to the world. Our mission is to enhance the quality of life of New England residents and protect the freedom to travel safely, securely, efficiently and cost-effectively. Massport strives to always be a good steward by treating colleagues and customers with respect, embracing diversity and minimizing the impact of transportation services on our neighbors and the environment. Massport employs about 1,200 people, but our facilities – Boston Logan International Airport, the Port of Boston's containerized cargo, cruise and autoport terminals, L.G. Hanscom Field, Worcester Regional Airport, and real estate holdings in South Boston and East Boston – employ more than 18,000. Some 100,000 private sector jobs are directly or indirectly supported by Massport facilities. Massport is an independent public authority and is governed by a seven member Board appointed by the Governor. Six members serve staggered seven year terms, and one ex officio member is the state Secretary of Transportation. Massport is self-supporting and a recent economic impact report estimates that Massport contributes \$15 billion a year in total economic impact.

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.oldrepublicinsurancegroup.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

