

# Customer Spotlight

## Pasadena Unified School District

### ***Triage Services Cut Disability Payments in Half***

#### **The Company**

The Pasadena Unified School District (PUSD) manages 29 self-insured schools with more than 2,250 employees. PUSD covers the communities of Pasadena, Altadena and Sierra Madre in California. Currently, PUSD holds 8 Title I academic achievement awards and has 21 national board certified teachers.

PUSD created a partnership with CorVel over eight years ago in order to improve their workers' compensation claims program. During that time, PUSD began to experience an increase in the number of reported claims and they turned to CorVel for a solution.

CorVel and PUSD worked together to implement a strategy to reduce growing exposure. The strategy involved actively and immediately managing incidents before they turned into claims.

#### **Innovation**

In June 2009, PUSD implemented CorVel's Advocacy 24/7 program which offers a nurse triage call center for PUSD's employees, 24-hours a day, 7-days a week. At the time of an incident, employees call and speak with a registered nurse who will evaluate the nature of the incident and determine the employee's medical needs.

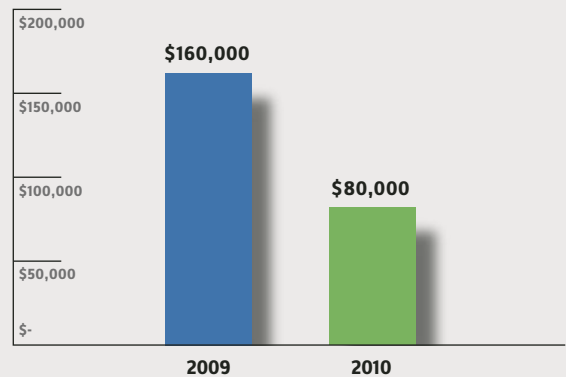
By addressing the incident when it first occurs, CorVel provides quick and accurate care intervention, often preventing a minor injury from becoming an expensive claim.

#### **Results**

By utilizing CorVel's Advocacy 24/7 program fewer incidents are filed as claims. This reduced PUSD's overall incurred costs by 26%, while reducing the number of lost-time claims reported by 41%.

PUSD lowered frequency and severity on claims as a direct result of CorVel's Advocacy 24/7 program. This translated into an incurred cost reduction of \$2 million, or 14.5%, as compared to the previous year's actuarial study.

#### **AVERAGE DISABILITY PAYMENTS**



#### ***Since implementing with CorVel in 2009, PUSD has:***

- **Reduced disability payments by 50%**
- **Reduced number of lost-time claims by 41%**
- **Reduced overall incurred costs by 26%**

#### ***Looking to the Future***

With the reduction in lost-time claims, PUSD plans to reach their ultimate goal of no lost-time claims by the end of fiscal year 2012. CorVel continues to be an active partner with PUSD in achieving this goal and will continue to offer new and innovative savings solutions.

***"The program allowed us to reduce lost-time claims and increase savings"***

**Dr. John W. Pappalardo**  
*CFO, Pasadena Unified School District*

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