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ARAMARK Earns 2009 Teddy Award

By Ken Ancona, SVP, Managing Director, RSG

RSG customer ARAMARK received a prestigious award at the National Workers' Compensation and Disability Management Conference, held Nov. 18-19 in Chicago. Our customer won the 2009 Theodore Roosevelt Workers' Compensation and Disability Management Award—commonly known as the Teddy Award—in the for-profit category, an acknowledgement of the excellence of its workers' compensation program.

According to Risk & Insurance magazine, which sponsors the award, ARAMARK has reduced injury frequency by 49 percent and cut lost time nearly in half as well, while at the same time increasing its global workforce to 260,000 employees in 22 countries. ARAMARK, based in Philadelphia, provides food services, facilities management, and uniform and career apparel around the world. It was ranked No. 1 in its industry in Fortune magazine's 2009 "World's Most Admired Companies."

RSG's Mahwah, N.J., office, which has been servicing ARAMARK since 1992, consolidates multiple data sources, including international information, and delivers high-end analytical reporting. ARAMARK joins other RSG customers that have been honored in the Teddy Award program, including 2008 recipient Jeld-Wen Holding Inc. and 2007 recipient Houston Independent School District.

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Associate Spotlight: Curt Lumpp



By Susan Erdfarb, Director of ICT Base RSG Systems

Curt Lumpp is a Senior Software Engineer in ICT Base Risk Sciences Group Systems. Prior to joining Crawford & Company in February 2009, he worked as a consultant with RSG from November 2004-December 2008 designing and writing many of the reports in the Sigma EncoreSM Report Library.

Curt is responsible for the overall Sigma EncoreSM Reports application. Curt also handles enhancements to the standard data model and code tables, which requires a lot of behind-the-scenes work to facilitate account teams tasks for each client setup and ongoing support. He was a major player in the addition of the newest feature in Sigma EncoreSM, the OSHA module (see related article, "OSHA Compliance Heightened by Feds").

Rob Sklar, a veteran Senior Project Leader, says, "Curt is very thorough, detail-oriented, and an excellent resource and subject-matter expert that RSG can always rely upon." Rob Rosenstein, RSG Product Manager, adds, "Curt is very easy to work with and always asks very insightful questions."

Curt uses PL/SQL, his knowledge of Oracle® Report Writer and his broad background in Risk Management Information in his day-to-day activities. "I enjoy problem solving," Curt explains. "Determining how something works, examining data flow, and finding solutions to system issues and data requests are the rewarding aspects of the job for me."

Prior to his work for RSG, Curt was the Manager of Production Support for the Kemper Risk Management System as a consultant. He also had a consulting engagement with Lucent Technologies, where he helped upgrade Windows® and Lotus Notes® on PC platforms and built servers. Prior to that, he held various management positions at CNA Insurance, including responsibility for their Risk Management Information services. Curt holds a B.A. in Math from Northeastern Illinois University.

When not working, Curt plays golf ... and plays more golf!

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Client Spotlight: McKesson Corporation

MCKESSON

Empowering Healthcare

By Ralph Hooper, Manager of Client Services, San Rafael, CA

San Francisco-based McKesson Corporation is the largest health care company in the world and has been an RSG client since the early 1980s. In an era when innovation, excellence, and strategic thinking are de rigueur for success, McKesson is an exemplar in each of the market segments it serves.

McKesson's history is the stuff of grand epics. John McKesson and Charles Olcott founded the company in 1833 in New York City, running the business from a small shop in the financial district. They imported and distributed therapeutic drugs and chemicals. Much of their early business was stocking medicine chests on grand sailing ships with drugs imported from Europe as well as medicinal herbs, roots, and spices acquired from Shaker settlements in Pennsylvania.

Daniel Robbins became a partner and, with Olcott's death in 1853, the company became McKesson & Robbins. By the 1850s it was distributing pharmaceutical products via covered wagons in 17 states and territories, from New England to California. In 1855 McKesson & Robbins began manufacturing drugs. Its extracts, tinctures, pills, and tablets became known all over the world, and the company began winning awards for its groundbreaking work.



In the early 1900s the number of pharmacies and hospitals across the country increased dramatically. The company persuaded a number of well-established wholesaling firms to become its subsidiaries, thus forming a national drug wholesaling company. That move made McKesson & Robbins the leading distributor of pharmaceutical drug products in the United States at a pivotal moment.


In 1967 the company merged with Foremost Dairies of San Francisco and became Foremost-McKesson Inc., a name that many of us surely remember. The new enterprise was now the largest U.S. distributor of drugs, alcoholic beverages, and chemicals as well as a major distributor of dairy and other food products.

In the 1980s and 1990s the company reset its focus on health care and divested its dairy, food, chemical, and alcoholic beverages businesses.

Today McKesson is a Fortune Global 500 company with more than 32,000 employees and annual revenues exceeding \$106 billion. Its customer base includes 200,000 physicians, 26,000 retail pharmacies, 10,000 long-term care sites, 5,000 hospitals, and 450 pharmaceutical manufacturers. A snapshot of McKesson's corporate business units provides a compelling picture of a company fully engaged in health care solutions with clear focus and vision.

- BUSINESS UNIT FOCUS

- McKesson Pharmaceutical Distribution More than 40,000 customers including retail chains, independent pharmacies, and institutions
- McKesson Pharmacy Systems More than 10,000 U.S. pharmacies
- McKesson Medical-Surgical Products, equipment, and services to physician offices, surgery centers, and other facilities
- ZEE Medical First aid, safety, and training solutions
- Moore Medical Online distributor of more than 15,000 medical, surgical, and pharmaceutical products
- McKesson Patient Relationship Solutions Therapy options and adherence training solutions
- McKesson Specialty Care Solutions Health care management solutions
- McKesson Technology Solutions Comprehensive health care information technology systems
- McKesson Provider Technologies Clinical, financial, and administrative software applications
- RelayHealth Online clinical, financial, and administrative communications between patients, providers, payers, pharmacies, and financial institutions
- McKesson Health Solutions Disease, case, and demand management solutions
- McKesson's initiatives in health care information systems are especially interesting from an RSG perspective. A prime example is the McKesson Horizon
-



Cardiology Cardiovascular Information System, which enables a health care provider to capture and track cardiovascular procedures, manage overall workflow, and analyze not only the patient's progress but also the quality and efficiency of the provider's overall cardiovascular care.

RSG loads McKesson data from multiple TPAs and provides extensive actuarial reporting and analysis. Account manager Belle Chiao works closely with Risk Manager Kevin Jones and presents a full complement of monthly custom reports. In Kevin Jones' words: "RSG provides us with complex, sophisticated reporting and solid support, which are both critical to our ongoing risk management program."

- [Associate Spotlight](#) focuses on the man behind the technology (HTML)
- [The Managing Director's Message](#) about the direction of RSG (HTML)
- [Client Spotlight: Arch Insurance Group](#), a great company and a great partner (HTML)
- [Bills, Bills and More Bills](#), a look at Medical Bill Review data (HTML)
- [It's All About You](#) what "Dashboard Widgets" can do for you (HTML)
- [RSG's Makeover](#) gives you a look at RSG's new branding (HTML)
- [Statistical Reporting](#), the who, what, where, when and why of actionable management information (HTML)
- [Good News at RIMS](#) gives you an update from the National RIMS conference (HTML)

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Accommodating Multiple Currencies in Sigma EncoreSM

By Ralph Hooper, Manager of Client Services, San Rafael, CA

By Debbie Boylan, Senior Account Manager, and Rob Sklar, Manager of Client Services, Mahwah, NJ

Global risk management programs are prevalent today, yet many of these global companies are not storing their enterprise risk data in a single RMIS. International entities have to deal with multiple local currencies, and RSG Sigma EncoreSM has the ability to provide claims and property values in both U.S. dollars, usually referred to as the base currency, and foreign currencies, referred to as the local currency.

Sigma EncoreSM's "flex" financial buckets are designed such that clients can decide if each bucket's paid and reserve values are included in the overall financial totals. Your RSG support team can configure these flex buckets for payments and reserves in any local currency (Euro, Yen, Peso, etc.) in categories appropriate for your damage, legal, or other expense; recovery; etc. The standard RSG financial buckets will remain in U.S. dollars as your base currency, consistent with your domestic claims.

Any number of foreign or local currencies can be accommodated within the table of conversion rates. Varying frequencies, such as monthly or daily conversion rates, are available using exchange rates published on the Internet.

If your international data is consolidated into Sigma EncoreSM via an electronic load program, the process will convert the data at your selected conversion or exchange rate. Summary month-end data is best converted at a month-end rate, while daily transactional data could be converted using a month-end or daily rate. Data can be received in either the local currency or U.S. dollars, and the process then makes the appropriate conversion using the exchange rates from the table, loading the U.S. dollars into the standard financial buckets and the local currency equivalent into the flex fields.

If the data is entered by users directly into Sigma EncoreSM, they can enter the financial values in either currency and the other currency will be automatically calculated based on the conversion rate. Users will enter the valuation date of the financial update, and the most-recent conversion rate in the table for that currency will be used.

As expected, the administration of claims and properties in Sigma EncoreSM can be secured such that users can be configured to edit or view financial data separate from other data. Similarly, the viewing and editing of international data can be limited to specified users.

A customized Sigma EncoreSM Financial Summary panel displaying various financial categories in dual currencies is shown below. The financial summary on the top half of the screen is the U.S. base currency, while the bottom half displays the local currency values. In this example, the data is consolidated electronically from an outside source. Should your data be entered directly into Sigma EncoreSM, the Add Payment or View Payment panels would be configured similarly.

With each local currency and U.S. dollar conversion available for reporting, detailed reports can be created in either currency. Claim-level reports and property listings include either or both currencies and use the exchange rate in effect at the reports' valuation. Transactional-level reports include details in either currency at either the conversion rate in effect at the time of the transaction or the valuation date of the report. Subtotals and grand totals need to be considered when running reports containing data with multiple currencies and valuations; therefore, summary reports are best done in converted U.S. dollars unless the report is grouped by country. If you would like more information regarding foreign currency conversion and Sigma EncoreSM, please contact your RSG account manager.

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OSHA Compliance Heightened by Feds

By Adam Cole, Account Manager, Schaumburg, IL

An important component of the Omnibus Appropriations Act of 2009, signed by President Obama, allocated \$513 million to include enforcement and oversight of injury and illness recordkeeping to ensure complete and accurate recording and reporting by employers. Numerous studies have found reporting deficiencies by employers, including research at Michigan State University (2006) that employers' OSHA logs captured only 31 percent of illnesses and 33 percent of injuries that were reported in other databases.

To assist in your compliance, RSG has recently released an enhanced OSHA Module that provides data entry and revision capability so you can maintain accurate OSHA data required to generate the OSHA 300, 300A, and 301 reports. Data items include disability information, lost days/restricted days data, and all required data items.

By simply entering the begin and end dates of an employee's off work and/or restricted duty schedule, the OSHA Module will automatically calculate the lost or restricted duty days. All required data fields are displayed on a single panel for your review, with edit capability to populate data not recorded and/or the flexibility for you to change data that is not accurate. OSHA data is real time and automatically resident in the reporting database to produce the OSHA reports and any ad hoc reports you desire.

Implementing the OSHA Module

Once the OSHA Module is activated, you will see two new links at the top of the Claim Detail Form - WC panel. There will be an OSHA / Lost Time Summary link and a Work Status Segments link.

Claim Detail Form - WC			
Claim Summary	Claimant Information	Financial Summary	Adjuster Notes
Data Change Detail	Net Change Detail	Cumulative Detail	Check Register
Special Coding - WC	Intake Custom Questions	Intake Original Values	Associated Assets
Associated Buildings	File Attachments	OSHA / Lost Time Summary	Work Status Segments

Entering and Editing OSHA Data

You can enter and edit Lost Time and Restricted days by clicking on the Work Status Segments link within a workers' compensation claim. The panel displays a list of available work segments and provides access to enter new segments and edit or view existing segments. Work Status, Begin and End dates, as well as Lost Days and Restricted Days are displayed on the panel.

Note: The values in the Lost Days and Restricted Days columns display the actual number of Lost/Restricted Days and are not subject to OSHA's 180-day cap. These numbers alone should not be used to determine the OSHA reportable days.

Work Status Segments					
Work Status Cd	Begin Date	Comments	End Date	Lost Days	Restricted Days
OFF WORK	5/5/2009	SEGMENT 2	5/14/2009	10	0
OFF WORK	11/1/2009	SEGMENT 1	11/15/2009	15	0
MODIFIED DUTY	11/1/2009	RESTRICTED FROM LIFTING MORE THAN 25 LBS.	11/24/2009	0	24

Number of rows to retrieve: 100 (max. = 1,000)

Updating Existing Work Segments

The View Work Status Segment panel allows you to add a new segment by clicking the Add OSHA Work Status Segments button or edit this segment by clicking the Edit OSHA Work Status Segments button. You can scroll through the existing work segments using the Prev and Next buttons and return to the list of segments by clicking the View List button.

Work Status Segments	
View Work Status Segment	
WORK SEGMENT DETAIL	
Begin Date: 01/01/2009	Work Status: OFF WORK
End Date: 01/15/2009	Lost Days: 15 Restricted Days: 0
Comments:	
SEGMENT 1	
Add OSHA Work Status Segments	Edit OSHA Work Status Segments
<< Prev	Next >>
View List	

Managing OSHA Summary Data

To view all of the OSHA data for a claim record, simply click on the OSHA / Lost Time Summary link. This panel shows all OSHA fields, with a summary of lost and restricted days calculated from the Work Status Segments you have already entered.

The panel contains Disability data, including an OSHA Recordable check box that allows you to override data provided by your TPA. Privacy, work, and shift related data as well as Physician and Health Care data are available in this panel.

OSHA / Lost Time - Summary Information	
DISABILITY SUMMARY INFORMATION	
Disability Type: [] ? []	Disability Date: / / [] []
NCCI Injury: [] ? []	Disability Pct: []
NCCI Class: [] ? []	Return to Work Date: / / [] []
OSHA Injury: [] ? []	Death Date: / / [] []
OSHA Severity: [] ? []	OSHA Recordable ? <input type="checkbox"/>
OSHA LOST DAYS	
Lost Days: []	Retricted Days: []
Adj. Lost Days: []	Adjusted Restricted Days: []
OSHA Lost Days: []	OSHA Restricted Days: []
ACTUAL / STATUTORY LOST DAYS	
Actual Lost Days: []	Actual Restricted Days: []
Stat. Lost Days: []	Statutory Restricted Days: []
OTHER	
<input type="checkbox"/> Privacy Concern ?	
Privacy Reason:	[]
Tools/Equip Used:	[]
Object/Substance:	[]
Pay Type Date Inj:	[] ? []
Work Related? <input type="checkbox"/>	On Work Premises? <input type="checkbox"/>
Worked Rest of Shift? <input type="checkbox"/>	Worked Next Day? <input type="checkbox"/>
PHYSICIAN / HEALTH CARE PROFESSIONAL	
Physician:	[]
Treatment Facility:	[]
Facility Address:	[]
Fac. City, St, Zip:	[] [] ? []
<input type="checkbox"/> Employee Was Treated in Emergency Room?	
<input type="checkbox"/> Employee Was Hospitalized Overnight?	Hospitalization Date: / / [] []

Generating OSHA Reports

Once the OSHA data is entered, you can generate the OSHA reports that reside as templates in Sigma EncoreSM's Report Library. Select the reporting period and location level for the report and use the template features to automatically schedule, burst, and distribute the report to your field operations.

Your RSG account manager can answer any questions you have about the OSHA Module and demonstrate how easy it is to begin using

it.

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Dear RSGuru



By Chavigny Reynolds, Sandy Anders, and Erin Gunn, Account Managers, Atlanta, GA

Dear RSGuru,

I am sending out claim notification letters and the process is so time-consuming. Currently I run a report for claims received in the last four days to get the claimant name and address, then manually input the claimant information into a form letter, then print the letters, and finally verify the information is correct by checking each letter off against the initial report I ran. Is there a spell you can cast to help me save time? —John

Dear John,

Wow, we can definitely help you here. By adding your form letter into Sigma EncoreSM Reports, you can run the report for claims received in the last four days and the information can be populated into the form letter so you can print and mail. Aren't you glad you asked?

Dear RSGuru,

I can't figure out how to make the "Accident Date Month Name" column in my Oracle® Discoverer report display in the sort order I want.

Here's a little background: I created an Oracle® Discoverer report with "Accident Date Year" in the leftmost column of my report. Then I added "Accident Date Month Name," but the months came into my report in alphabetical order. So I added "Accident Date Month Number" to the left of the month name. My months now display from January to December (01-12), but I want them to display in policy period order, October to September. Can you help? —An Intermediate Oracle® Discoverer user

Dear Intermediate OD User,

Instead of adding the "Accident Date Month Number" to the left of the month name, create a calculated define named "MonthOrder." Use this formula in your MonthOrder calculation: DECODE("03-DATE : Accident Date Month Number", '10','a', '11','b', '12','c', '01','d', '02','e', '03','f', '04','g', '05','h', '06','i', '07','j', '08','k', '09','l', 'z').

The decode function searches for the month number in the list of values (10, 11, 12, 01...), and returns the corresponding result (a, b, c, d...). So month number 10 will return the assigned value "a", month number 11 will return the assigned value "b", etc. Sort by Year and then by "MonthOrder" and you should see the results you want.

Hint: You don't want to see the "MonthOrder" calculation column in your report, so make sure you specify that it is a hidden sort.

Dear RSGuru,

I really love the One Line Claim Listing template report; however, it's lacking two critical fields that I need—LocLvl2Name and Adjuster Name. How can I add these to the report template? —Frustrated Freddy

Dear Frustrated Freddy,

No need to fret. Have I got spell for you! Try this:

- Go to the Standard Report Library and open up the One Line Claims Listing Report template.
- Enter the search criteria you desire and tab over to the Sort Options panel.
- Choose the additional items you would like to add to the Report by selecting them from either the Page Sort or Group Sort Fields. (If you do not see the items you need in the drop down box, contact your RSG account manager and ask to have them added.)
- Export the report in to Excel®.
- Select where you want to save the file, and presto, it's magic!
- There are many options within Sigma EncoreSM that can alter the format of your reports. Contact your sorcerer (account manager) for assistance.

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RSG Web Application Development Update

By Ken Ancona, SVP, Managing Director, RSG

RSG's Web development project, RWeb, is progressing on schedule. Product Manager Rob Rosenstein is working closely with the development team on the programming component of the design, which we defined in the first two quarters of this year. The RSG Client Advisory Council was given a preview of the application on Dec. 4, and we will provide another update to the Council during our First Quarter 2010 conference call.

The name of the application is in the final selection process. We will launch a national media announcement and promotion of RSG's new Web application during the first two quarters of 2010, using the [Risk and Insurance Management Society \(RIMS\) 2010 Annual Conference and Exhibition](#) in Boston to inaugurate the software. Make plans now to spend a few minutes with us at the booth to get a personal demonstration.

What can you look forward to in RWeb, beyond the appealing Web user interface and elimination of Citrix to access RSG's Web application?

- Operates in tandem with existing Sigma EncoreSM tools, data, and reports; no conversion or migration is required
- Oracle® Discoverer Web as the ad hoc business intelligence tool
- Data grids include grouping with subtotals, multi-column sorting, and the ability for the user to save the configuration
- Flexibility for users to create their own charts and graphs on any Web page, rather than limiting such to a user Dashboard page
- Users with the appropriate privileges can create and modify their own screens
- In-line editing within a grid without returning to a data page
- Users can designate a record, search, and report as a Favorite for easy access later
- Integrated print and export to Adobe® PDF file format for result grids and any part of the screen
- RSG will continue to update you on the RWeb project. We look forward to implementing it within your organization.

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Script from the M.D.

By Ken Ancona, SVP, Managing Director, RSG



The RSG Web Application Development Update article in this issue brings to mind the investment our customers have made into our risk management information system. In my 17 years with RSG, we have released to our client community four major versions and hundreds of smaller releases. Whether it was green screens to Windows® to Web; legacy back end to an Oracle® platform; from a proprietary report writer to the latest in business intelligence tools; or claim module to risk-centric properties, we never asked our clients for any re-investment in a new version. A software maintenance fee bundled into your monthly invoice protected your initial investment and was your ticket to receive versions and related releases at no additional charge. Can't say that about other RMIS vendors, where new versions being released today require a new contract and/or another huge investment of your precious capital. RSG also protects the wealth of your data. Your initial data investment, coupled with RSG's continuous data management services, has provided a data repository that increases in value every year. Data that is credible, accurate, and consistently populated over the years has incredible value to you as risk managers as well as to brokers, underwriters, and actuaries in forecasting the appropriate cost of an insured/self-insured program. As the cost of insurance or SIR continues to escalate, you know that C-level executives have been looking more at the data to find cost-reduction initiatives. Your data wealth is magnified as you combine traditional indemnity data with exposure information, health provider payee transactions, and safety or loss control characteristics to isolate preferred providers and intervention and loss prevention opportunities.

In today's environment, an investment in a product that lets you sleep at night and delivers when you need it to is well sought after. That's RSG, protecting your RMIS investment with technology, software, and service. And we have a 31-year track record proving our commitment to our clients who invested with us.

On behalf of all the RSG staff, I wish you a restful and happy holiday.

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