

## **WHY AUDITS & ASSESSMENTS ARE SO IMPORTANT:**

Correction of erroneous claim handling issues

**Recommendations for a superior system of handling claims**

Improved efficiency.

**Reduced Costs.**

What gets measured gets done, what gets audited gets done right.

### ***Taking Care of YOUR business.***

Organizational Solutions Inc. sees Audits and Assessments as an essential component of looking critically at your opportunities for improvement.

We recognize that the quality and effectiveness of our programs are why our clients trust in our success, and so each project is designed and managed to minimize human and financial loss.

***We measure and provide you with data regarding all of our results.***



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## **AUDITS AND ASSESSMENTS**



*“The RIGHT care, at the RIGHT time, for the RIGHT outcome ©.”*

***Organizational Solutions Inc.'s CADMAT® tool uses evidence based best practice to audit and evaluate your disability management program. It identifies strengths and gaps and results in the formulation of solutions to more effectively manage disabilities and the resultant costs.***

### **Insurance Company Audits**

The primary purpose of plan audits or claims activity analysis is to complete a comprehensive independent review of disability or WSIB / WCB / CSST plans and their administration. An in depth claims analysis can assist in ensuring all claims are managed in accordance with the contract / legislation and best practices in order to minimize cost and reduce ongoing lost time. Claim reviews can also identify trends that may otherwise go unnoticed. Once errors and trends are identified, a program can be developed to improve processes and reduce costs.

### **Among the many benefits of having an Audit done by Organizational Solutions Inc. are:**

- Ensuring your insurer meets exacting policy standards for plans and administration.
- Articulate positives and gaps in internal Disability Management processes
- Reducing costs by improving efficiency while identifying errors.
- Ensuring the proper roles and responsibilities are assigned.
- Provide the solutions to have optimum Disability Management in your workplace.

### **The key objectives of these reviews include:**

- Problem and solution identification
- Claims Activity Analysis
- Review of work practices & procedures
- Identification of trends for development of prevention programs
- Establish baseline performance and benchmarking with best practices
- Financial Analysis
- Formulation of action plans to improve claim handling and contain costs

### **Benefits of Audit and Claims Activity Analysis include:**

- Improved administration by the insurance carrier
- Reduction in LTD reserves and the resultant premium costs
- Realignment of roles and responsibilities to improve efficiency (internal or external)
- Correction of erroneous claim handling issues (WSIB / WCB / CSST or Insurance)
- Reduction in WSIB / WCB / CSST costs
- Recommendations for a superior system of handling claims