



Productivity Edge®

A Nurse Triage and Outcome Based Network (OBN) Program

AIG is pleased to offer Productivity Edge®, combining nurse triage at the time of injury and a network of medical providers. When an injury occurs at the workplace, AIG offers the injured worker access to speak directly to a registered nurse (RN), who triages the injury. Recommendations from the RN may include self-care with first aid instructions or referral to a network or outcome based network (OBN) provider for medical care. The OBN consists of treating providers who meet standards based on their history of workers' compensation care and who have demonstrated a higher level of focus on appropriate return to work. At the conclusion of the call, a Point of Injury report is sent to the employer and AIG establishes the claim.

How to use Productivity Edge

Place Call

- Registered nurse available 24/7 via toll free number
- Bilingual nurses and translation services are available if necessary
- Supervisor and injured worker call nurse triage (allows for employer verification)
- **Call 911 for emergencies**

Share Information

- Supervisor and injured worker share description of injury and symptoms
- Supervisor leaves the room to provide privacy for injured worker to share personal health information (PHI)

Call Conclusion

- Triage nurse:
 - creates comprehensive medical assessment with recommendations
 - transmits report to employer
 - electronically files claim with AIG

Employer is no longer responsible for making a medical treatment determination.

Program Utilization Benefits

1 One Call Covers it All

- Medical triage 24/7/365
- Direction of care
- Claim reporting
- Call summary sent to employer

2 Time Saver

- Saves time for staff – no reporting needed
- Managers no longer need to make medical determinations

3 Easy Implementation

- No employee enrollment needed
- Corporate office will provide effective date

Program Results¹

- Approximately 30–40% of calls to Productivity Edge have resulted in individuals performing self-care and avoiding unnecessary emergency room or doctors' office visits.
- Of those cases that could have resulted in lost time, 80% of injured workers surveyed report that nurse triage helped them avoid missing work.
- OBN data indicates an average 16% reduction of claim costs compared to claims managed outside the Productivity Edge program.

¹Based on AIG data from customers utilizing the Productivity Edge program
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