



Productivity Edge®

A Nurse Triage and Outcome Based Network (OBN) Program



AIG is pleased to make available a new Productivity Edge® product combining nurse triage at the time of injury and an outcome based network of medical providers. When an injury occurs at the workplace, AIG is offering the injured worker access to speak directly to a Registered Nurse (RN) to triage the injury. If medical care is needed, the RN will refer the injured worker to our Outcome Based Network (OBN). The OBN consists of medical providers statistically shown to have contributed to quality patient outcomes on workers' compensation claims, as well as safe and productive return to work.

Anticipated Benefits of Nurse Triage and the OBN

- One call provides medical triage, claim reporting, and direction of medical care
- Nurses available 24/7/365
- Reduced claim exposure
- Reduced time off work
- Reduced lag time reporting
- Fewer emergency room visits
- Improved network penetration
- Triage by registered nurses, using nationally recognized triage guidelines to assess appropriate medical treatment recommendations
- Improved injured worker satisfaction with medical care
- Bilingual (Spanish/English) nurses, plus language line interpreters and hearing impaired capabilities
- Initial point-of-injury referral to a provider with demonstrated quality outcomes

Enrollment

- An AIG representative will provide enrollment materials to each employer
- There are no additional fees for the OBN or nurse triage services
- The OBN is available in Alabama, Arkansas, Arizona, California, Connecticut, Florida, Georgia, Iowa, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, North Carolina, New Hampshire, New Jersey, New Mexico, Nevada, Ohio, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, and Wisconsin.

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Workflow

- For non-emergency/non-life threatening situations, the nurse gathers information to assess the injured worker's condition and recommends a treatment plan
- Injured workers in emergency situations are directed to call 911 or to proceed to the nearest emergency room
- Nurse triage electronically feeds data for claim set-up
- Follow up call to the injured worker when appropriate

Results:

- Approximately 30 – 40 percent of calls to nurse triage have resulted in individuals performing self-care and avoiding otherwise unnecessary emergency room or doctor's office visits*
- Of those cases which could have resulted in lost time, 80 percent of injured workers surveyed report that nurse triage helped them avoid missing work*
- OBN data indicates a 16 percent reduction on overall claim cost*

*Based on data from AIG customers utilizing these services



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