

Customer Spotlight:
Texas Roadhouse

Texas-Sized Savings



The Company

Founded in 1993, Texas Roadhouse owns and operates over 780 restaurants in 49 states, one U.S. territory, and 10 foreign countries, and was acclaimed as the fastest-growing restaurant brand in 2023 by Brand Finance. Named one of America's best employers by Forbes Magazine, Texas Roadhouse employs over 90,000 team members, or "Roadies." Safety has always been at the forefront of their ethos. Texas Roadhouse's mission, Legendary Food, Legendary Service®, extends beyond their delectable offerings to encompass their unwavering dedication to their Roadies' well-being.

The Partnership

Texas Roadhouse has consistently worked to reduce workplace injuries with a strong focus on employee well-being. In 2012, the company teamed up with CorVel to take a proactive approach to its workers' compensation program. Efforts have centered on open communication with store managers, HR staff, and administrators, providing thorough safety education to help Roadies understand and mitigate potential risks. Texas Roadhouse's initiatives aim to improve safety and accident prevention across the board.

In recognition of their outstanding risk management efforts and commitment to employee well-being, the Texas Roadhouse team was honored with a 2024 Theo Award by National Comp and Risk & Insurance®. The award celebrates organizations that implement innovative and effective workers' compensation strategies to enhance workplace safety and care for their employees.

“CorVel came in ready to adopt our culture and be an extended part of our family. Passion is one of our core values, and we needed someone who would have the same passion as we do. We appreciate the knowledge and expertise they bring to the table, and their investment in our business and people are what make the difference. CorVel is walking with us side by side every step of the way, and we couldn't ask for a better partner.

– Patrick Sterling,

Vice President Legendary People,
Texas Roadhouse

Safety First

Texas Roadhouse takes extensive measures to prevent workplace incidents, but sometimes accidents happen. That's where CorVel steps in, providing Texas Roadhouse with the resources needed for quick, high-quality care. The company swiftly adopted the immediate intervention model and introduced Roadies to CorVel's Advocacy 24/7 nurse line, enhancing access to timely medical assistance.

Faster Return to Work

Texas Roadhouse implemented immediate transitional job functions based on specific protocols tailored to its business model. Minor incident injuries could be accommodated in transitional roles—sometimes as soon as the same day. This approach enabled Roadies to return to work quickly, avoiding wage loss for injuries that did not meet minimum lost time requirements.

To support this effort, dedicated return-to-work coordinators helped ensure a smooth transition into modified roles, often within the same day for minor incidents. By leveraging CorVel's case managers and nurses, Texas Roadhouse effectively managed costs while maintaining high-quality care for employees.

Streamlining Operations for Greater Efficiency

Collaboration has been key to success. In 2024, Texas Roadhouse and CorVel worked together to enhance operational efficiency through improved field communications and increased visibility into program updates. Monthly emails provided over 120 CorVel employees with critical account updates, client expectations, and strategic goals.

Further strengthening alignment, CorVel and Texas Roadhouse took their partnership on the road with the Texas Roadhouse Road Tour, bringing teams together across multiple locations in Texas, Illinois, and Florida. This hands-on approach allowed CorVel teams to visit Texas Roadhouse locations, meet with store leaders, and gain a deeper understanding of workplace risks and safety measures. By immersing in the restaurant environment, adjusters, case managers, and claims professionals could better tailor their approach to support Roadies effectively.

These efforts exemplify how CorVel operates as a true extension of the Texas Roadhouse team, aligning with their culture and commitment to their people. By fostering open communication, on-the-ground collaboration, and a shared focus on Roadie well-being, CorVel ensures that Texas Roadhouse employees receive the same level of dedication and care as they do from their own leadership.



Texas Sized Savings

The company's commitment to efficiency and employee well-being has yielded remarkable outcomes. Over the past three years, claims processing times have significantly reduced, translating to swifter access to care for Roadies. Reporting lag time has dropped significantly, from 28 days in 2020 to just 8 days in 2024—a 71% improvement. Improved efficiency also translated into notable pharmacy benefit management (PBM) savings, with CorVel lowering costs by 33%.

71% improvement in
lag time since 2020

33%
PBM savings

Texas Roadhouse launched a comprehensive claim closure project in partnership with CorVel, identifying claims with potential for expedited closure. Strategically working together, the team navigated claim direction and negotiated settlements, resulting in a commendable 77% claim closure rate in 2024. An additional key outcome of program initiatives includes a notable 7% decrease in claim count. Moreover, CorVel's utilization review services delivered an impactful return on investment (ROI) of \$5:1.

7%

decrease in
claim count

77%

claim
closure rate

**\$5:1 ROI for
utilization review**

Success Ahead

Despite the company's impressive growth, Texas Roadhouse has persistently tackled the challenge of reducing workplace injuries. Teaming up with CorVel, Texas Roadhouse embarked on a proactive approach to address its workers' compensation program. Happier, healthier Roadies, exemplary program savings, and reduced overall costs – Texas Roadhouse's results are as legendary as the company's hand-cut steaks!

