

Customer Spotlight: Trillium Staffing **Advocacy 24/7**

The Company

Established in 1984, Trillium Staffing Solutions is an employment service specializing in staffing, training, testing, on-site services, human resources and safety consulting to over 5,000 companies nationally.



“We are very satisfied with the results achieved through the Advocacy 24/7 program with CorVel.”

– Jim Reid,
Risk Manager
Trillium Staffing

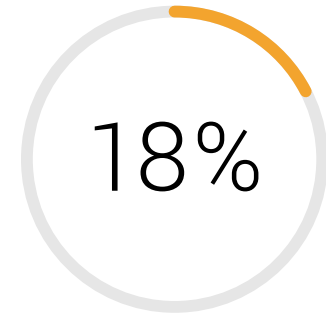
Innovation

In 2012, Trillium Staffing chose to partner with CorVel. Trillium was impressed with CorVel’s integrated model, where claims and managed care services are provided on a single platform. From the beginning, Trillium developed a strong relationship with CorVel’s team which resulted in a seamless transition. Included in Trillium’s integrated program was CorVel’s Advocacy 24/7 program which offers a nurse triage call center for their employees that would be available 24 hours a day, 7 days a week. At the time of an incident or injury, employees call and speak with a registered nurse who evaluates the nature of the incident and determines the employee’s immediate medical needs.

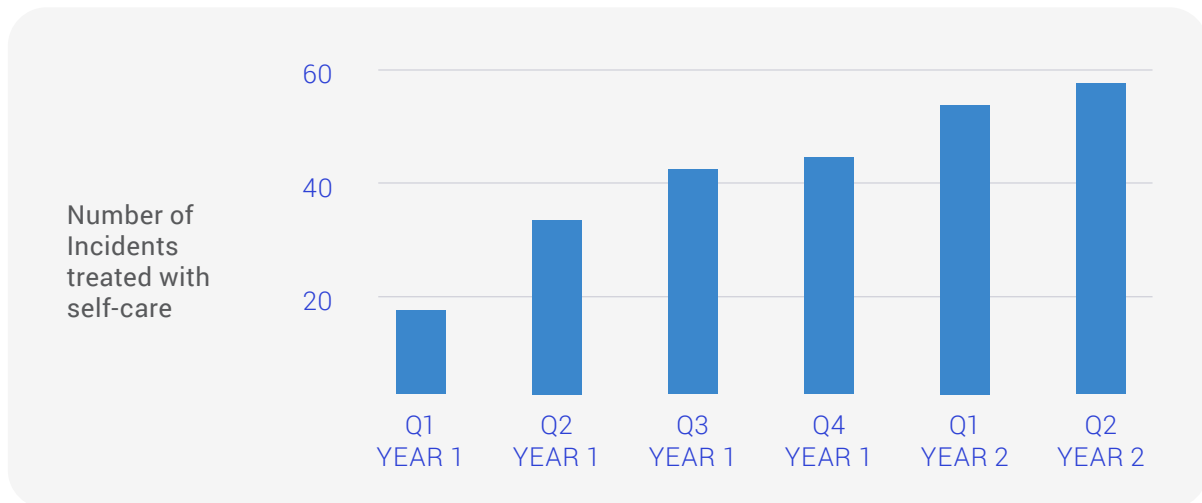


Implementation

During the initial rollout of the Advocacy 24/7 program, Trillium understood that employee compliance was a critical element to the success of their program. CorVel worked with Trillium to coordinate training to all key personnel and distributed wallet cards at each of their branch locations. Ongoing communication continues to be a priority to ensure all employees call Advocacy 24/7 in the event of a workplace injury. Results have been very positive with an 18% average increase in self-care outcomes over the past eighteen months.



increase in incidents treated with self-Care



Results

Since utilizing CorVel's Advocacy 24/7 program, there has been a continual increase in the number of incidents that have been treated with self-care. This has resulted in fewer incidents filed as claims, and in a reduction in the company's overall incurred costs. Trillium has been very pleased with the results and looks forward to continued success.

