



# EARLY INTERVENTION, EARLY SAVINGS

A shared medical focus achieved significant savings.

## The Client

The City of Lakeland has one of the largest populations in Florida, with over 100,000 residents. Based on the quality of life it offers, the job market, and the value of living there, it is ranked by US News as one of the best places to live, as well as ranked #2 in fastest-growing places and #5 among safest places to live.

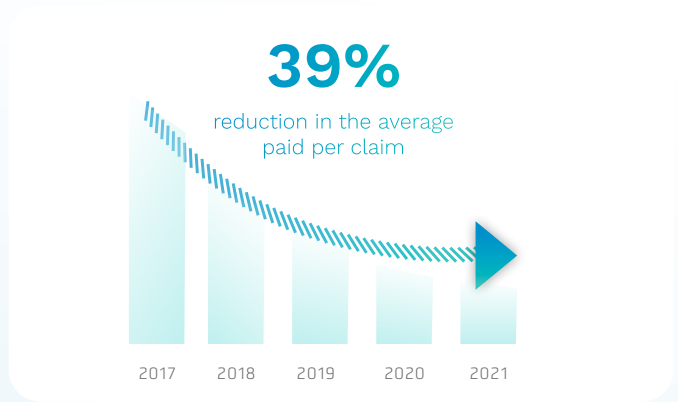
## The Partnership

CorVel's medical management focus, integration capabilities, and strength in technology led to the City of Lakeland's decision to partner with CorVel in 2017. From the beginning of the partnership, the City and CorVel held a shared vision of implementing an early intervention model and shifting the program to have a more substantial medical focus. Along with CorVel's commitment to collaboration and ability to offer a complete workers' compensation and liability solution, this vision enabled a smooth transition for the program. The implementation process included weekly meetings with the City of Lakeland and CorVel's dedicated team to design a program best suited to address their needs and improve outcomes.

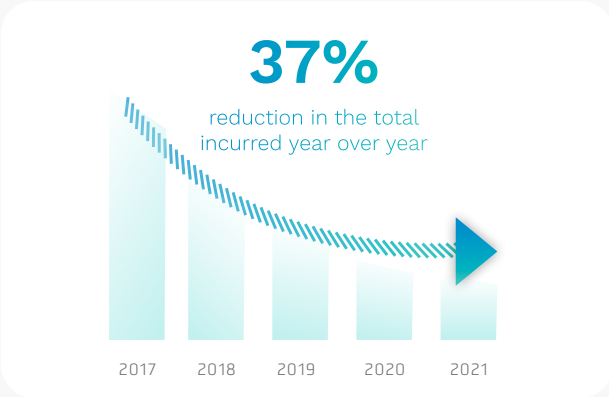


## Medical Management

CorVel's medical management model, which includes technology-driven solutions and impactful case management support, has significantly lowered the City's medical costs. Additionally, their reporting lag time for claims dropped significantly, leading to faster care delivery and avoiding costly delays.

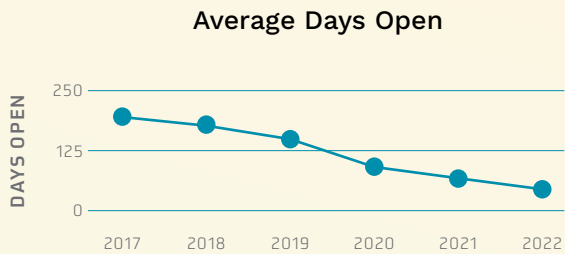


CorVel's proactive solutions streamlined care delivery and enabled more efficient claims handling.



### Claims Expertise

CorVel's claims expertise has also led to a notable reduction in the City's modification (mod) factor. In workers' compensation, the lower the mod factor, the lower the cost to be self-insured. In their most recent assessment, the mod factor decreased nearly 27%, from 1.16 to .85, resulting in a 25% reduction in their premium in 2021.



"This data truly shows that the coordinated effort between the adjuster and our claims team helps reduce the time to close a claim."

- Joyce Dias, City of Lakeland's Risk Management & Purchasing Director

### Looking to the Future

CorVel's teams work closely with the City of Lakeland's team to collaborate on program objectives to ensure the City's program continues to achieve improved outcomes.

