

Customer Spotlight: The Cheesecake Factory

Revolutionizing Workers' Comp with Innovative Excellence

The Company

The Cheesecake Factory Incorporated opened its first bakery in 1972 and its first restaurant in 1978. They acquired North Italia®, Fox Restaurant Concepts, and its 12 other brands in 2019, and now feature over 300 full-service restaurants throughout the United States and Canada. They operate bakery production facilities in California and North Carolina and have more than 42,000 employees worldwide. The company was named one of the Fortune 100 Best Companies to Work For® in 2023 for the tenth consecutive year.



The Partnership

The Cheesecake Factory sought an experienced partner to help move their workers' compensation program forward through innovation, a collaborative approach to claims administration, and dedication to achieving shared goals. The Cheesecake Factory first partnered with CorVel for case management and, in 2016, chose CorVel as their third-party administrator (TPA) to leverage all our workers' comp services in a bundled solution. The CorVel team's responsiveness to feedback and effectiveness at improving outcomes built a strong foundation for a successful partnership. Together, we've redefined the historical claims model by leading innovation in the industry and making strategic adjustments for program improvement.

Fast, Quality Care with Advocacy 24/7

Our shared philosophy of prioritizing the well-being of injured workers not only led to outstanding savings outcomes but also elevated employee morale and paved the way for setting a new industry standard. This included successfully introducing groundbreaking services like Advocacy 24/7 and telehealth, marking a significant stride forward in our collective efforts to enhance the overall employee experience.

With CorVel's Advocacy 24/7 nurse triage service, The Cheesecake Factory's employees receive prompt assessments from clinicians who determine the most appropriate course of action—whether it's a visit to an urgent care facility, a virtual telehealth call with a physician, the emergency room, or on-site treatment using customized first aid kits. The service has a 90% compliance rate and has reduced The Cheesecake Factory's emergency room visits by 15%.

Another advantage of Advocacy 24/7 is assigning a claim number before treatment is provided. Previously, employees often received treatment before the injury was reported. This led to the company receiving bills for services not linked to a claim, causing confusion and additional work. By improving communication with injured employees and streamlining care delivery, CorVel's Advocacy 24/7 services have contributed an estimated \$700,000 in savings and a lower litigation rate. Last year, The Cheesecake Factory's litigation rate decreased by 2.7%.

\$700,000

Advocacy 24/7 Savings

“What sets CorVel apart from others I have worked with over my last 35 years in the industry is the focus on understanding our business, our culture, and our goal of returning our injured staff back to work. CorVel's senior leadership team has taken an active interest in understanding our goals and customizing our claims handling to maximize the best possible outcomes. CorVel allows us to customize how we would like our program to look and feel to our injured employees.”

- Kurt Leisure

Vice President of Risk Services,
The Cheesecake Factory

87%

of calls were
first aid only

90%

compliance
rate

15%

reduction in
ER visits

Enhanced Care Delivery with Telehealth

As an early adopter of virtual care technology, The Cheesecake Factory initiated CorVel's development of the first telehealth services in occupational health in 2016. Telehealth allows injured employees to connect with a provider via virtual visits, facilitating more prompt care. With immediate intake, an employee can receive a quick and accurate assessment of medical needs without delays or geographical limitations. CorVel's telehealth services reduce time away from work and lead to lower medical spend, while achieving high patient satisfaction rates.



“We built our telehealth program with CorVel, and it remains one of the best pieces for treating our injured staff members, especially when the pandemic hit, and our staff was hesitant to seek treatment from an overcrowded urgent care or hospital. **It's CorVel's willingness to break away from their competitors and innovate that led to the successful relationship that we have.**”

In partnership with The Cheesecake Factory, CorVel has expanded its telehealth capabilities to allow nurses to share injury images directly with physicians. This streamlined process facilitates three-way communication during consultations, expediting the delivery of the right level of care without scheduling delays or the need for in-person visits. Augmented by a concierge service managing medical history and virtual waiting rooms, this collaborative approach, enhanced by image-sharing with physicians, ensures swift and appropriate care delivery—a critical aspect during the pandemic. The success of The Cheesecake Factory with CorVel's telehealth program is evident in a 19% reduction in the cost per claim due to improved communication with injured employees.

19%
**reduction in the cost
per claim**

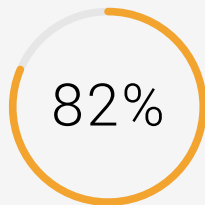
Continued Advancements

CorVel supports the partnership by encouraging open communication and ongoing collaboration while investing in innovative claims technology. In collaboration with The Cheesecake Factory, CorVel developed the MyCare app to increase employee access and visibility into their claim. The app integrates information about the claim's status, disability payments, appointment schedules, and other details to streamline the recovery process further and increase touchpoints with injured employees. CorVel's integrated platform, Care^{MC} Edge, enabled case and claims managers to access all data streams needed to make decisions based on a holistic view of information and to quickly connect with each other and key partners when interventions are needed. The analytics CorVel provides through the platform's executive dashboard has enabled better, faster decisions.

With these advancements, the partnership has achieved significant improvements across the program, spanning overall claim closure rates, bill review savings, pharmacy benefit management success, and utilization review results.

\$272K
utilization review savings

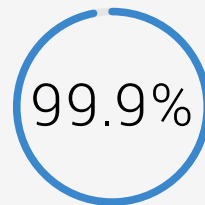
\$7.7M
bill review savings



of tail claims
closed at two
years



decrease in
average days
open for claims



generic
efficiency
rate

Looking Ahead

The longstanding partnership between The Cheesecake Factory and CorVel continues to evolve and remain agile to adapt to the needs of injured employees and achieve program outcomes that surpass industry standards.

