



Health Ticket Differentiates Their Workers' Compensation Offering, Delivers Significant Savings for Clients

Health Ticket helps this global TPA stand out from the rest, both at the point of sale and after signing each client. Clients are happy with Health Ticket's ability to help them control claims costs—including long-term disability claims. They also like the way it communicates accurate data to injured workers, helping to keep them in network and focused on a return to work.

It's not always easy making a sale, but Health Ticket helps this global TPA do just that. It allows them to stand out by offering clients an efficient way to improve front-end medical management, as well as improve savings per claim.

"The ability to deliver a Health Ticket is a real differentiator for us. It always gets people's attention, and I use it with prospects at every opportunity," says their Director of Business Development. "Health Ticket is a big part of my pitch."

His clients are impressed by the ease of Health Ticket customization and delivery, and its ability to get or keep workers in network.

"Our clients like that we can customize Health Ticket for their location, and that we can provide it on a smart device or email it to an injured worker," he says. "In states where you can't direct care, the Health Ticket helps us get an injured worker into our network, which is a big plus. By spelling out where a worker needs to go for treatment, it provides soft channeling for the medical management team."

And, by making it easier for injured workers to receive treatment, Health Ticket conveys that employers care about their workers. It also gets them thinking about returning to work early on the path of care.

"It also makes things easier for the worker," he adds. "They appreciate having the Health Ticket to show them what's available and where to go. It makes them feel like their employer cares. In addition, the 'Return to Work' comments section on the bottom of the Health Ticket gets workers and physicians focused on the return to work right at the start of care."

His group recently received some very positive feedback from a large financial client based in New York City, who was particularly satisfied with the effects on long-term disability claims and with VIIAD's ability to customize Health Tickets by their employees' home locations.

"One of our large clients recently told us that Health Ticket has helped them control their long-term disability rates. It's been very successful in driving home results," he says. "A lot of their

employees work in Manhattan, but live in New Jersey or Long Island, so we needed to have the Health Tickets created for their home zip codes. VIIAD was easily able to accommodate that need.”

It’s a winning situation that delivers cost savings and satisfaction.

“Health Ticket is a great tool that gets the claim to us right away, and we’re able to create significant savings for our clients on each claim.”