

# NT24 Results in Increased Savings and Fewer Claims



## NT24 Results

37%

Decrease in the number of claims

28%

Reduction in spending on workers' comp claims

Workers' compensation medical claim costs have increased 200% from 1993 to 2007 and continue to rise, according to the National Council of Compensation Insurance. By 2017, the Insurance Information Institute predicts that medical costs will comprise 70% of the total paid on a claim. To help reduce rising medical costs, Coventry Workers' Comp Services ("CWCS") offers an early intervention nurse triage program, NT24, which provides access to Registered Nurses ("RNs") via a toll-free telephone number whenever an injury occurs. NT24 RNs assess the injured workers' injury and can help the injured worker receive appropriate treatment at the right time in the right setting so the injured workers can return to work faster.

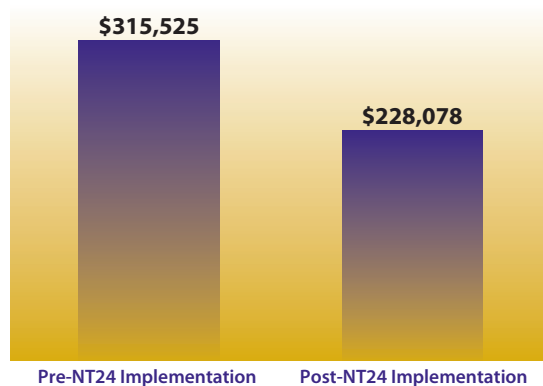
## NT24 Features & Benefits

- NT24 RNs available 24 hours-a-day, 365 days-a-year
- NT24 RN staff has an average of 22 years of clinical experience, and each RN has a minimum of 3 years of recent experience in an acute care setting
- To assist non-English speaking callers, NT24 offers access to bilingual RNs and interpreters via Language Line
- To assist the hearing impaired, NT24 offers access to the National Relay Center
- Reporting lag time is hours rather than days or weeks
- Average lost time is reduced
- Faster return to work
- NT24 RNs make follow-up calls to the injured worker as needed
- Employers receive detailed and accurate reports supporting the manager's injury reporting. NT24 also provides reports detailing the total number of calls by location and injury type.

## 2009 Client Results

One year after implementation, one NT24 client saw the following reductions:

- A 37% decrease in the number of claims
- A 28% reduction in spending on workers' compensation claims



To discuss how Coventry's NT24 Program can produce positive results for your organization, contact your account management or sales representative or call 1.800.790.8662.