

# MTM Manufacturing Technology Mutual Insurance Company

Monthly Newsletter for October 2011



Participant in the Michigan Property & Casualty Guaranty Association



## FROM THE DESK OF GARY WOOD

### MTMIC Annual Meeting

The MTMIC Annual meeting will be/was (depending on when you read this) held on October 20, 2011 at the Red Run Golf Club, 2036 Rochester Road, Royal Oak, MI 48073. The meeting is/was scheduled to begin at 8:30 a.m. with a buffet breakfast

Policyholders received invitations to the meeting during the week of September 19, 2011.

This is the regular scheduled meeting of the policyholders held in accordance with the requirements as detailed in the bylaws of the organization.

### MTMIC Board of Director's Election

The results of the election are in and the new Directors will be announced at the Annual Meeting. 100 ballots were cast for the three three-year terms. Unfortunately many ballots were spoiled because the voting party failed to include the policyholder's name on the return envelope.

### Regulatory Alert - Safety Posters

According to The National Labor Relations Board (NLRB) website, it was decided to delay the implementation effective date of the posting of the federal employee rights notice under the National Labor Relations Act (NLRA) from November 14, 2011 to **January 31, 2012**.

The reason for the delay of the effective date is "to allow for enhanced education and outreach to employers, particularly those who operate small and medium sized businesses."

The posting requirement applies to private-sector employers who are subject to the NLRA. Workplaces with or without union representation are included. MTMIC will be providing new posters to all policy holders in January of 2012 prior to the new effective date.

### Renewal Questionnaire and Payroll Estimates

We have distributed renewal questionnaires for all January 1 policyholders and have received a large number of the required responses. If you have not sent your reply in we will have to phone you to remind you and eventually if you do not respond, we will have to guess what numbers you would have put down.

Depending on your individual responses to the questionnaire, additional information may be required to update our data

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base. It is extremely important to have accurate information to get the best terms and conditions on your renewal policy.

Our filings with the Insurance Bureau for schedule credits and debits define specific requirements to obtain various levels of credit or application of a debit. Some forms that have already come in have been missing key information which would permit MTMIC to apply the appropriate rating schedule to your renewal policy.

The Marketing department has recently completed their bi-annual satisfaction survey conducted by telephone calls to all policyholders. If you did not receive a call you can contact [Glenda.Moyle@MTMIC.com](mailto:Glenda.Moyle@MTMIC.com), [Megan.Brown@MTMIC.com](mailto:Megan.Brown@MTMIC.com), or [Gary.Wood@MTMIC.com](mailto:Gary.Wood@MTMIC.com) for your input or answers to any of your questions.

### MTMIC Status Report

Policyholders: In January 2007 we formed MTMIC from those policyholders originally affiliated with the MTA Worker's Compensation Fund. There were 421 policyholders at the initial Board meeting on January 18, 2007; the current count is 578 policyholders, a 37% increase in the 56 months since the beginning of MTMIC.

Since 2006, there has only been one month that we have not held even or had an increase in the number of policyholders. We are talking about a period of time when the US economy nearly faltered into a depression (some say it has) however, the premium we collect has remained virtually unchanged since 2007. Where have all the workers gone?

**Claims:** At the Beginning of September there were 636 open claims from 2006 through 2011 with 203 indemnity cases and 433 medical only. The average loss ratio is 70.46% for all years.

**Loss Control:** The staff has completed 578 policyholder visits to date versus 623 at this time in the 2010 year. The loss control activity has been partially redirected toward preventing claims by improving management involvement and buy-in on claim prevention.

**Fee Schedule:** The fee schedule process reduced the medical bills for all claims by 60.8% for the month; the amount saved was almost \$420,000. In the last twelve months the average reductions for fee scheduling was nearly 58%.

*~Remember, safety is more than a concept~*

## CLAIMS CORNER

**Donna Motley, Claims Manager**

For the last several months, our office has been inundated with telephone calls from employers/insured's, employees/claimants, medical providers and pharmacists asking for a claim number assigned to a particular claim. Please be advised, **no one truly needs this claim number.** Medical providers can submit their bill without a claim number. Mail sent to our office without a claim number is matched by name and/or social security number. There are medical providers and pharmacists that want/ask for the claim number thinking if they have the claim number, there is an "assurance" that the medical bill will be paid; that if they have obtained the claim number, it serves as "authorization" by our office and that 1) the claim is being accepted and 2) that we said "yes, we will pay your bill".

Both of these notions are false. If you have called our office concerning the claim filing process, you are aware that the start of any claim is the filing of the Form 100, Employer's Basic Report of Injury. Before our office can authorize any treatment (with the exception of some extreme circumstances, i.e. an emergency hospitalization) we need the Form 100. If authorization to treat is required immediately, we can and will authorize via telephone call or facsimile to the provider. A claim number is basically part of a tracking system. Every claim is assigned a claim number, but not every claim is accepted as Workers' Compensation.

A number of employers/insured's request their occupational clinic to send all work related medical bills to their attention first and then, in turn, forward the bills to us. Please be advised, if you forward a work related medical bill to our attention, before we can process the bill for payment, the medical report is **required** to be attached in support of those services. We cannot process bills without medical records. If a bill is received without the report, we must write for the medical records which delays payment of the bill. These are requirements of the Health Care Services Rules provision of the Workers' Disability Compensation Act. To expedite processing, you can advise your clinic to forward all bills directly to our attention.

## IN THE NEWS:

**Ruth Kiefer, Loss Control Consultant**

### Workplace Violence

OSHA has a new compliance directive that offers procedures for agency staff who respond to workplace violence cases or complaints. According to their study, in the last 15 years, deaths resulting from workplace violence have ranked among the top four causes of occupational fatalities. To help employers, the Department of Labor has a new web page that focuses on

preventing workplace violence and offers additional help to employers working to address workplace violence issues.

<http://www.osha.gov/SLTC/workplaceviolence/index.html>

### Cell Phone Obsession

The University of Arkansas researchers determined that the use of cell phones while driving might be linked to obsessive-compulsive disorder (OCD) traits instead of an additive behavior. While some states have imposed legislation to ban mobile phone usage while driving, it has not proven to be very effective, because drivers continue to pick up their phones while behind the wheel despite the serious risks.

In 2010, the National Safety Council estimated that the cause of approximately 28% of all vehicle accidents (1.6 million annually) could be attributed to distracted driving resulting from cell phone usage. Usage was considered to be answering calls, making calls, reading text messages/emails, sending text messages/emails, browsing the internet, or accessing social networks while driving.

The study determined that many user's perceived a responsibility toward work and family obligations and this increase in responsibility could lead to compulsive usage. Drivers weren't checking their phones for fun; rather they felt compelled to do so because of a heightened sense of stress and anxiety.

<http://ehstoday.com/safety/news/cell-phone-driving-obsession-0916/>

### Worker Intensification: Creates Wellness, Work-life Balance Concerns

Worker Options conducted a survey of American employees to determine how they are being affected by their employers' reaction to recent economic difficulties by postponing hiring, stretching resources and expecting additional work from each employee. Over half of respondents said they have taken on additional responsibilities at work because of the recession, with 70 percent saying they have done so with no pay increases.

These additional responsibilities usually mean extra hours at work and a struggle to maintain work-life balance. Fifty-one percent of the respondents said the increase has negatively affected their well being, and 37 percent stated they wouldn't be able to sustain their current workload long-term. The survey also showed that employers reduced or eliminated some benefits and employee programs as a result of the recession, thus workers were forced to make up that difference. The study showed that when employers cut benefits, add more responsibilities and offer no reward, its highly likely that employees would be unproductive, unhappy, and less loyal to their current employer.

<http://ehstoday.com/health/wellness/worker-intensification-challenges-wellness/>