



Workers' Compensation Division Modernization

February 22, 2019

Workers' Compensation Division

- Administers and regulates laws and rules that affect the participants in the Oregon workers' compensation system:
 - Workers
 - Employers
 - Insurers
 - Claims examiners
 - Attorneys
 - Medical providers
 - Others

Workers' Compensation Division

Advancing a leading
workers' compensation
system that represents
integrity and fairness
for Oregonians

Workers' Compensation Division

- Enforce employer coverage requirements
- Ensure injured workers get benefits
- Manage early return-to-work programs
- Consult, train, and provide technical assistance

Workers' Compensation System

Nationwide Rate Ranking



Maintain success

- The system is successful, but must evolve
 - Technology supporting regulation is outdated
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As-is assessment

- Working since 2017 with the Office of the State Chief Information Officer to assess our current systems
- Documenting customer interactions and associated pain points
- Mapping current business processes

Division technology

- Multiple information systems at least a decade past their life cycles
- Antiquated systems are difficult to support or update
- Customers want to do business with us electronically
- No commercial off-the-shelf solutions that will meet all needs

Modernization Program goals

- Modernize how we do our work and update computer systems to support it
- Ease burdens on regulated parties
- Improve ability to ensure workers get accurate and timely benefits and employers have coverage

One example: Claim reporting

- Heavily paper-based
- One of 11 states without electronic claim reporting
- Other states with electronic claim reporting have improved services

DCBS looking forward

- Enhanced external customer experience
- Flexible and adaptable technology
- More complete and robust data

Policy Option Package 106: \$1 million

- Start design phase, chart road map
- Hire planning team to chart best approach to make the improvements
- Do hard work on front end to make sure the multi-biennia effort is successful

Policy Option Package 106: \$1 million

- Ensure accountability, long-term success to Oregonians, Legislature
- Work closely with Office of the State Chief Information Officer
- Meet the requirements of the Stage Gate process

Questions and discussion
