



July 27, 2020

Co-Chairs Diana Winther and Kimberly Wood  
Management Labor Advisory Committee  
Department of Consumer and Business Services  
Salem, Oregon

Re: Follow-up to Providence Health & Services testimony

Dear Co-Chairs Winther and Wood and members of the committee,

On behalf of Providence Health & Services, thank you for the opportunity to provide follow-up information to Providence's testimony before the committee on July 15, 2020. As you may recall, at the time of the hearing Providence had accepted 36 claims, denied 50 claims and 11 claims remained in deferral. The committee asked several questions concerning the 50 denied claims. Below are answers to the questions we received:

- 1) How many of the 50 denied claims required medical treatment beyond 14 days?
  - a. Answer: None of the claims required medical treatment beyond 14 days based on the information received during the investigation.
  
- 2) How many had a positive test result and how many had a negative test result?
  - a. Answer: Forty-three of the denied cases reviewed revealed a negative test result. Six of the denied cases were not tested for COVID-19. The one remaining claimant tested positive for COVID-19, but the investigation revealed that by the Caregiver's (employee's) own admission the exposure was home/community-based. As I shared with the committee on July 15<sup>th</sup>, the result of the test is not the sole determinative factor in whether a claim is accepted or denied.
  
- 3) How many of the 50 claims were denied because the Caregiver did not have COVID-19?
  - a. Answer: Only one Caregiver tested positive and, as noted above, the exposure was not work-related. None of the other denied claims had confirmed COVID-19 symptoms. Some were diagnosed with other conditions (rhinitis, allergies, migraines, etc.). Others had no symptoms at all and were tested due to a claimed exposure at work.
  
- 4) How many Caregivers received interim time loss?
  - a. Answer: After review of the denied claims, none were paid interim (provisional) time loss as they either had no time loss, no time loss beyond 3 days, or

compensability determinations were made within the appropriate timeframe per Oregon's workers' compensation law.

5) How many cases were symptomatic?

- a. Answer: Only one denied case had COVID-19 symptomology. The exposure was not work-related and determined to be a home/community based exposure which was also admitted to by the Caregiver.

Providence would like to note that the information above is accurate as of July 15<sup>th</sup>. As with all workers' compensation claims, if we receive additional information from the claimant or throughout the investigation, we reevaluate the status of the claim based upon the best information we have at the time.

As Oregon's largest private employer, Providence knows that our ability to serve our communities depends on the health and wellness of our over 20,000 Oregon Caregivers. These health care heroes answer the call to serve our community every day. Our focus is to keep them safe and provide timely supports in the form of workers' compensation and other benefits to enable our caregivers to continue to heal our community.

Thank you for the opportunity to share this information. Please provide let me know if there are any additional questions I can answer for the committee.

Sincerely,



Rich Reynolds  
Senior Manager Workers' Compensation  
Providence Health & Services