

From: AmandaClark@BC.com <AmandaClark@BC.com>
Sent: Thursday, March 25, 2021 2:21 PM
To: VANWINKLE Theresa A * DCBS <Theresa.A.VanWinkle@oregon.gov>
Cc: KileyNelson@BC.com; LoriAustin@BC.com
Subject: Regarding Proposed Amendments to SB-801 and SB-802

Hello, Theresa.

I am writing today to share our concerns with the proposed amendments to SB-801 and SB-802. I will outline the opinions gathered amongst our team here at Boise Cascade, below, for your review.

Regarding SB-801 and the requirement to forego the use of a TPA of our choosing, we are concerned with the quality of claim handling our injured employees will receive. We here at Boise Cascade receive excellent service from our current TPA, CorVel Corporation, and I believe this statement is supported by the Division's quarterly audit results. Not once in the past two years has our TPA generated a score lower than 90% in all areas audited during the process. In many quarters, our TPA generated a perfect 100% score in all areas audited during the process. Our adjusters do a phenomenal job of ensuring we're acting timely and appropriately on our claims. They're able to deliver good service by keeping assigned claim volume low and involving us, the employer, as necessary. If the level of service was to ever become subpar, we as an employer still have the right to utilize another TPA to ensure our injured employees continue receiving excellent service. What is being proposed would end that right and require us to accept whatever level of service SAIF wishes to provide with no recourse. I worry that our injured employees will be the ones to suffer from this decision as our ability to be involved in the claims and ensure proper medical care and return to work efforts will be significantly reduced if not eliminated altogether.

Regarding SB-802 and the COVID presumptions, we are very concerned that workplaces are going to be held accountable for employee actions outside of work. We have very robust contact tracing that occurs within our organization as soon as an associate either suspects they have contracted COVID or tests positive. This process was implemented immediately after COVID became a reality (3/16/2020 for Boise Cascade), and to date almost **none** of our cases have been as a result of workplace exposure. Through our contact tracing efforts, we have found the great majority of exposures have occurred due to outside of work activities. Beyond this concern and, more directly to the changes being proposed in SB-801, how are they going to keep the medical records for 30 years? Will that fall on the TPA to monitor and track? And who is going to determine compensability – the TPA? DCBS? All of these questions notwithstanding, this provision likely isn't necessary because the current claim process already addresses appropriate handling of any claim an employee wishes to file.

Thank you for your consideration.

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Boise Cascade

