



Client Case Study

County of Shasta

The County of Shasta is the economic, cultural, and geographic center of northern California. The County is self-insured and self-administered for workers' compensation, auto, and general liability.

We spoke with Shasta County's risk management team about the reasons they chose Systema Software and SIMS Claims™, and the benefits the County has received after implementing this system.

The Challenge

At the time, the County was using an outdated claims system, which could not easily be modified to accommodate the ever-changing needs of the insurance industry.

Char Wilburn, who works in the workers' compensation claims department, outlined the primary drivers behind the County's need for a new system: "Our previous vendor was unresponsive, which led to a lot of frustration. For example, support team members did not provide consistent answers on how to deal with system challenges. Oftentimes, their advice did not work, or the turnaround time on simple questions took several days. In addition, many of the vendor's support staff did not have a good understanding of the system."

The Solution: SIMS Claims from Systema Software

Shasta County set out to find a modern claims solution that was user-friendly, would meet claims-handling needs for workers' compensation and liability, and offer document management to transition from paper-based to electronic claims processing. The County also wanted a system that would empower staff members to manage claims more efficiently and effectively.

"Our existing software contract was going to expire within a year," said Michelle Schafer, director of support services. "We wanted to work with a new vendor that offered superior service and a quality claims system. After researching and speaking with several companies, we determined that SIMS Claims would be the best overall solution for Shasta County."

Summary of Key Points

Challenge: An outdated claims system with poor technical support

Solution: SIMS Claims a next generation, web-based solution from Systema Software

Results:

- Implementation was on time and under budget.
- Modern, user-friendly design enabled greater efficiency and effectiveness of claims staff.
- Highly responsive support
- Reduced paper-based operations and file storage.
- Ability to comply with Medicare's required reporting.

The Results

Steve Taylor, workers' compensation analyst at the County, commented: "We found the implementation and development teams at Systema Software great to work with. They were responsive and professional, and delivered upon their promises. SIMS Claims is an intuitive system. It efficiently organizes data and scanned images, enabling users to access and add information in an easy and streamlined fashion."

"Scanned images make it easier to review *any* case document—without having to get up and leave your desk to find to a physical file. SIMS Claims offers many out-of-the-box capabilities, as well as highly configurable features to meet our specific needs," said Taylor.

"The medical bill review connector and check issuance module have streamlined our payment process," added Taylor. "What's nice is the FROI/SROI module was designed with an eye to simplify tasks for claims examiners. Systema also worked diligently to provide the County with an interface to enable compliance with Medicare's reporting requirements. We were pleased with the end result, and it was an easy transition from our old system to SIMS."

The County has been able to leverage the following benefits:

- **Fast access to documents.** Previously, documents were lost or misplaced in physical files. With document management, the County has faster, more reliable access to scanned documents and images because they are stored in the SIMS claims file.
- **Automated Subsequent Report of Injury (SROI) reminders.** Mandated SROI reporting is a nightmare. Shasta's previous system did not alert them to events that would potentially require a SROI report. An examiner simply had to know when reports were needed. If a related business rule were requested, it would take a long time to deliver and add significant costs.

With SIMS, Shasta identified the letters that would trigger a SROI event. Systema developed a complex business rule that was delivered to the client quickly, without requiring a new version or upgrade to the software and without extra expense. Whenever one of these letters is created, the rule generates a diary entry that basically says, "A new letter was created. Please create a SROI entry." These alerts enable Shasta to build a strong foundation for SROI reporting compliance.

- **A simple way to view all claim notes.** In the past, the County had to print a report in order to view all related claim notes. Today, SIMS provides a simple way to do this within the system. The County simply uses the "hover" feature or displays a "Notepad Summary Report" on the system screen, which saves claims staff time and hassle.
- **Faster check processing.** With the old system, the County had to manually collate checks to an explanation of review (EOR) or explanation of benefit (EOB). With SIMS, the County is able to print EOR/EOBs directly on checks, so they're automatically associated.

- **Reduce paper.** With document management, the County has discontinued future plans for physical file storage, which in the past, added administrative costs.

Client Conclusions

Wilburn concluded: “The County views the SIMS implementation as a success. Our team members like the fact that we can submit suggestions to Systema—and the company listens. As a result, we’ve contributed ideas to the product roadmap. Whereas our previous system was antiquated, SIMS is browser-based, so it’s much easier to navigate. Systema also provided an implementation manager who was wonderful; he bent over backwards to meet our deadlines.”

Schafer concurred with the County’s satisfied assessment: “The implementation went smoothly. In terms of costs, the overall project came in under budget—which made me happy! And best of all, our staff members love the new SIMS system.”

About Systema Software

Systema Software provides flexible, comprehensive solutions and services to the insurance industry. Its flagship product, SIMS Claims, is an innovative, browser-based property and casualty claims administration system. Together, our team of Big 4 consulting and industry veterans, experienced software developers, and project managers deliver an architecturally strong enterprise platform, designed for superior speed, scalability, and performance. For more information, visit us online at www.systemasoft.com.

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