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# Deriving increased value from existing workers' compensation programs

Workers' compensation carriers are a category of payers that cover workplace related injuries. Post-acute provider interest in working with such organizations has been growing in the last few years as post-acute expertise mirrors the rehabilitation needs of many patients recovering from a catastrophic injury like traumatic brain injury, amputations, or falls.

There are typically three broad categories under which post-acute organizations rank their partnership efforts with workers' compensation carriers.

## Range of workers' compensation efforts

*Least resource intensive*

*Most resource intensive*



Minimally experienced, typically manage 1-2 cases per year



Regional expert for select conditions, manage several hundred cases per year



Nationally-sought rehabilitation provider, manage thousands of cases across multiple conditions

## Benefits of building a robust program

Growing the reach of your organization's workers' compensation programs, either by expanding your proportion of volumes consisting of catastrophic injury patients, increasing number of carrier partnerships, or both, can help your organization diversify into new markets while leveraging existing expertise. While this approach may not be right for every post-acute organization, leaders that are interested in working with different payer types should consider investing in developing workers' compensation partnerships.

This guide is designed to help you pinpoint your organization's current standing in working with workers' compensation carriers and identify next steps to build new partnerships and grow catastrophic injury volumes and carrier partnerships at your organization.



### Category 1: Providers minimally experienced in workers' compensation partnerships

*Key indicators*

- Manage 1-2 catastrophic injury cases per year
- Mostly serve local cases
- Organization leadership interested, but focusing on growing volumes from traditional sources like Medicare Fee-for-Service

*Next steps*

- Assess which catastrophic injury diagnoses are growing or prevalent in your market
- Consider specializing in a prevalent diagnoses that aligns with your organization's expertise
- Gain internal leadership buy-in by demonstrating success of a program

### Category 2: Regional expert for select conditions

*Key indicators*

- Expert for select conditions or rehabilitation programs
- Regional bias with existing patient population
- Have few contracts with workers' compensation carriers, but not a priority for the organization

*Next steps*

- Assess market prevalence for additional catastrophic injury diagnoses to pinpoint additional specialization opportunities
- Meet with contacts at partnering workers' compensation carriers to identify pain points and new ways to support to grow referrals
- Invest in FTEs to assist with patient navigation and relationship building with workers' compensation carriers

### Category 3: Nationally-sought out rehabilitation provider

*Key indicators*

- Nationally-sought provider
- Viewed as specialist in a wide range of catastrophic injuries

*Next steps*

- Work with existing payer partners to identify additional collaboration areas

**Related resources**

[Demographics profiler](#), [Driving Value from Specialization](#), [Cheat Sheet: Partnering with Workers' Compensation Carriers](#)



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