Mitchell Work Comp

Industry Survey Results

Technology & The Future of Workers’ Compensation

Mitchell wanted to know: What does the industry think is next in workers’ compensation and how will technology affect our industry in 2020 and beyond?

To find out, we conducted a survey of about 100 workers’ compensation professionals—here are the results:

### Risk Prediction

- Manage Return-to-Work
- Predict Injury Severity
- Understand Predicted Treatment Timelines

### Performance Management

- Manage Litigation
- Respond

Respondents said their organizations are using claims analytics mostly to analyze trends, followed by:

- 37% of participants reported that adjusters in their organization use up to 3 technology platforms each day to get their jobs done.

### Cost Containment

- 47% of participants think that cost containment is the most influential reason the workers’ compensation industry is adopting advanced technologies.

### Advanced Technology

- 14% of participants think that advanced technology will have the greatest impact in improving medical outcomes.

### Workflow Challenges

- 37% of respondents said they are processing up to 25% of claims using straight-through process automation.

### Claims Challenges

- 27% of participants said workflow efficiency was the biggest claims challenge their organization is facing today.

### Industry Type

- 11% of participants said they classify the company they work for as an insurance carrier.
- 18% as an Employer.
- 14% as a Third Party Administrator.
- 12% as a Broker.
- 9% as a Vendor.
- 6% as a Public Entity.
- 4% as a Risk Management.
- 3% as a Managed Care Company.
- 2% as a State Fund.
- 10% as Other.

### Survey Methodology

This survey was conducted prior to COVID-19.

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