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5020Volume

SAASAFRAS

Boomerang

User Guide

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Chapter

1

SaaSafras Boomerang

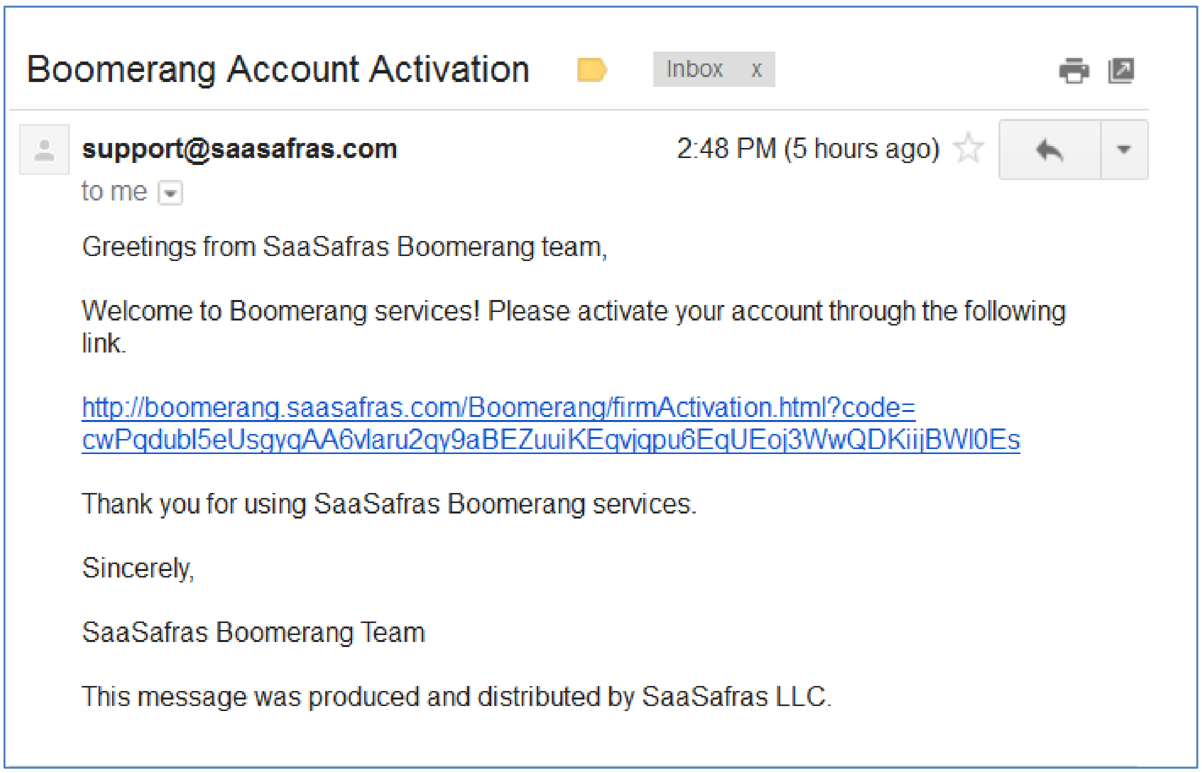
More effective Return to Work Management is just a few clicks away.

Boomerang is a Return to Work (RTW) management solution offered by SaaSafras as a hosted, subscription-based service. The service is web-based, providing easy but secure access from any PC, laptop, or tablet device via a web browser. Boomerang works with 3rd party claims management platforms to automatically receive regular feeds of new claims. Boomerang tools then help RTW coordinator(s) manage, document, and monitor each claim through all stages of their return to work program.

Account Set-Up and Login

Boomerang implements a method for setting up accounts that enables passwords and security questions to be set-up directly by the user, without administrator access or involvement. The administrator will initially set up your user profile, and provide you with a program name (i.e. Acme Corporation) for logging into the account. This contact email address is your default user ID. Once created, Boomerang will send out an account activation email, similar to below (see Figure 1):

Figure 1: Account Activation Email



Boomerang Account Activation

Inbox x

support@saasafras.com 2:48 PM (5 hours ago)

to me

Greetings from SaaSafras Boomerang team,

Welcome to Boomerang services! Please activate your account through the following link.

http://boomerang.saasafras.com/Boomerang/firmActivation.html?code=cwPqdubl5eUsgyqAA6vlaru2qy9aBEZuuiKEqvjqpu6EqUEoj3WwQDKiijBWl0Es

Thank you for using SaaSafras Boomerang services.

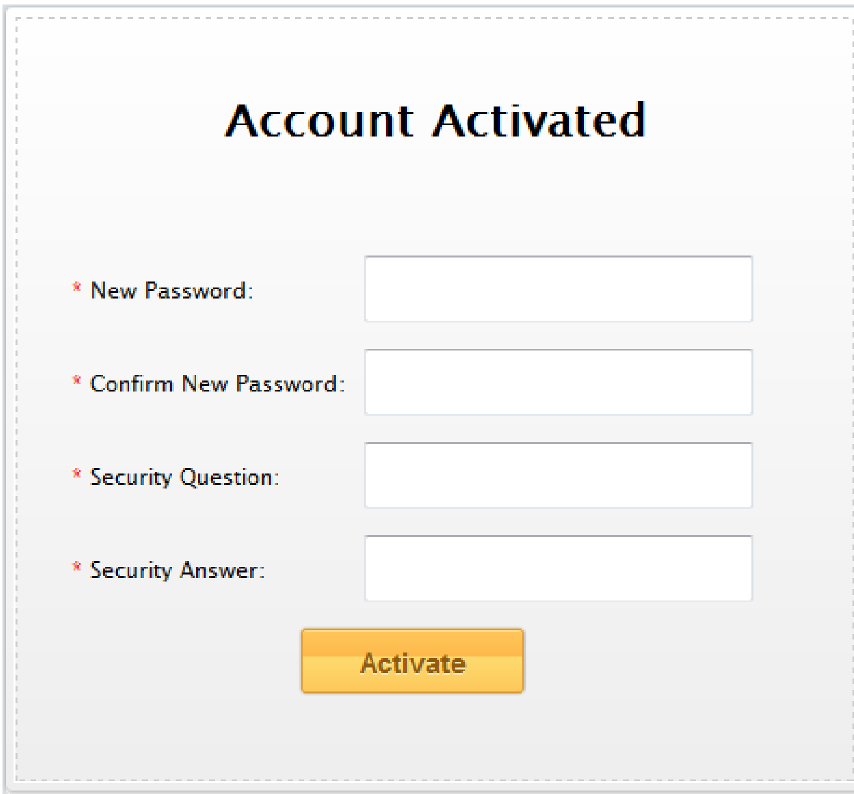
Sincerely,

SaaSafras Boomerang Team

This message was produced and distributed by SaaSafras LLC.

Clicking on the hyper-link in the email will open up your browser and bring you to the following account activation screen (Figure 2):

Figure 2: Account Activation Screen



Enter and confirm a new password for your account, then set-up a security question and answer. The Security Question is for password resets – Boomerang will use it to verify your identity before sending you a new temporary password. You are required to create a security question and security answer in order to activate the account.

After clicking on the "Activate" button, Boomerang will confirm activation and provide a link to the following login screen (Figure 3):

Figure 3: Boomerang Login Screen

Login Screen Fields

- Program: The assigned program name for your organization – this is provided to you by your Boomerang administrator
- User ID: This will be your full contact email address
- Password: This is the password you created in the Account Activation Screen

You can also get to the login screen using the following URL:

http://boomerang.saasafras.com/Boomerang/firmLogin.html

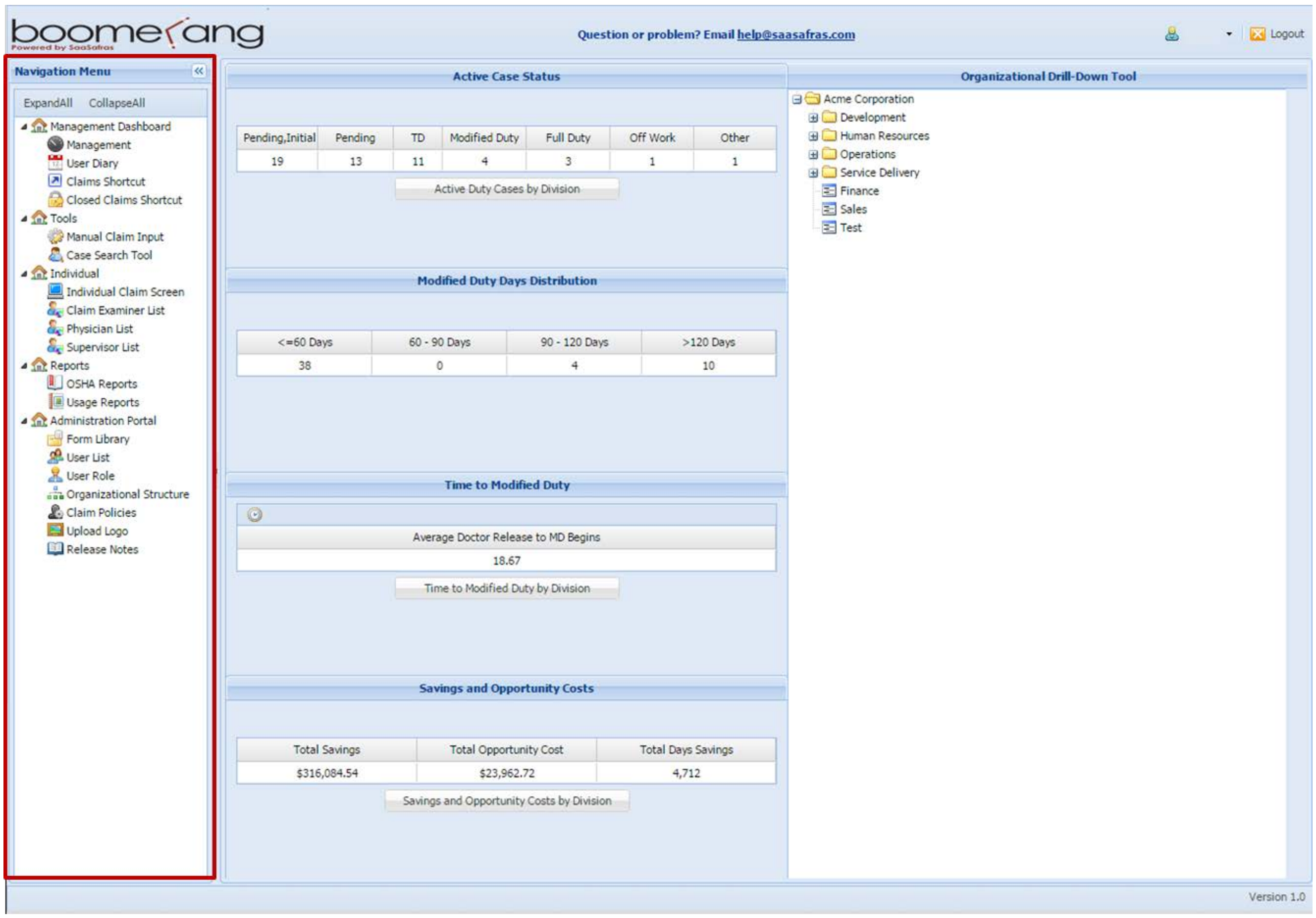
Type in the above information, hit the "Login" button, and you should now be in Boomerang!

Forgot your password? – Click the "Forgot your password?" link from the login screen and Boomerang will use your security question/answer to verify your identify, then send a temporary password to your email address.

Basic Navigation

Boomerang displays the following screen upon login:

Figure 4 Boomerang Start-Up Screen



The Navigation Menu (high-lighted in red) provides one-click access to all main screens in Boomerang, which are organized into five sections:

- Management: The Management section contains the management dashboard, consolidated diary, and claims shortcut list. It is the starting point for most activities, whether it is monitoring overall program performance, managing key tasks, or finding and drilling down to individual cases for updates or further analysis.

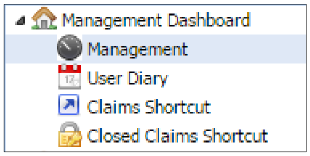
- Tools: This section provides tools for performing case searches based on a variety of criteria, and an interface for manual entry of cases directly into Boomerang

- Individual: This section provides detailed access to the complete case file of individual claims. It also provides management of contact lists that are often used during the lifecycle of a Return-to-Work case.

- Reports: This section contains an OSHA reporting module, and reports on case usage within Boomerang

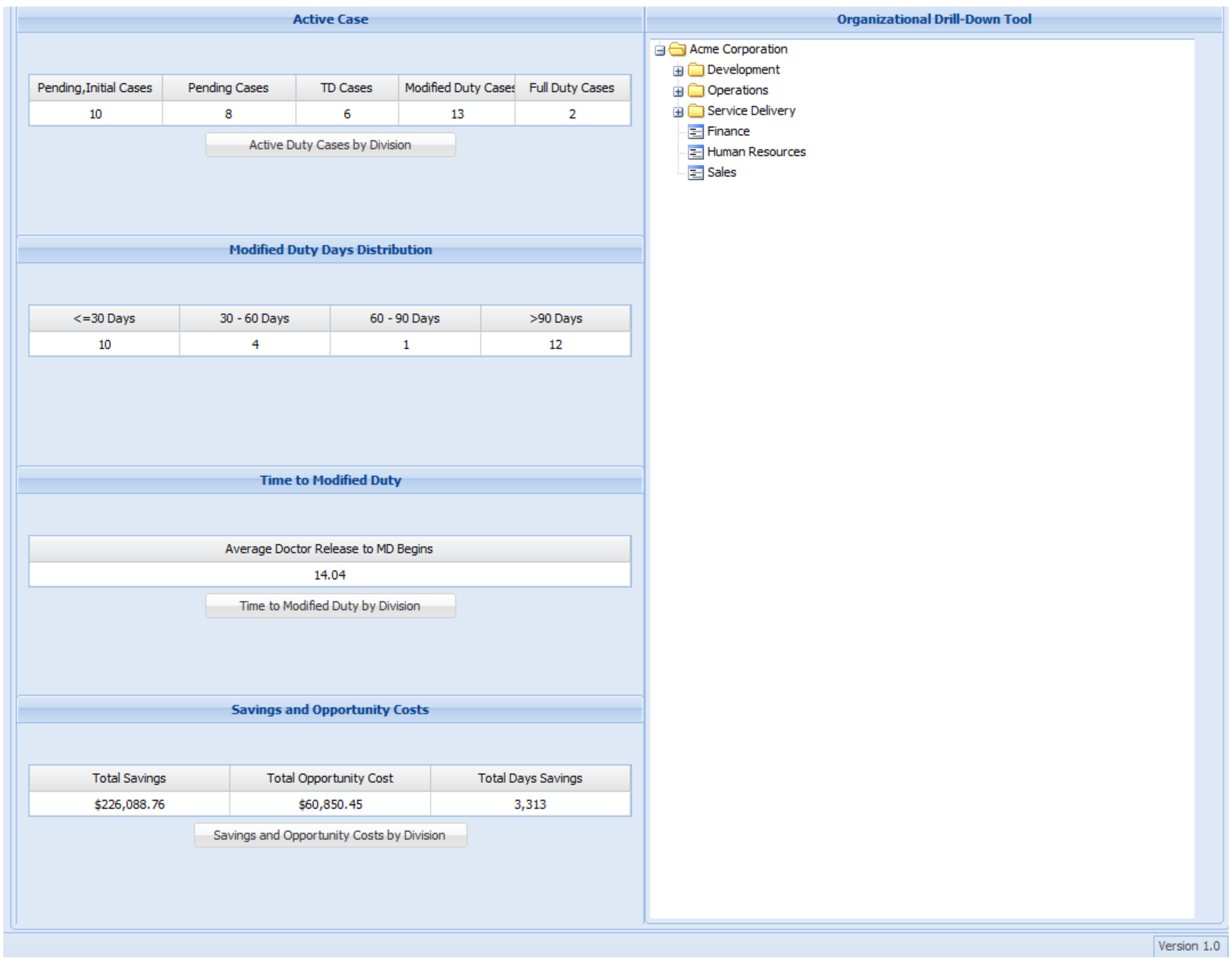
- Administration Portal: This section is reserved for users with administrative privileges. It is used to create user accounts, specify user roles, build out the organization tree, and to set customized parameters for each account.

Management Dashboard - Management



The Management Dashboard is the primary interface for performance monitoring and management. It tracks key performance metrics for the entire Return to Work program in real-time, with drill-down capabilities to individual divisions and departments. This allows administrators to not only easily monitor all Return to Work cases, but also to report to management on the effectiveness and specific cost savings generated by their programs.

Figure 5: Management Dashboard

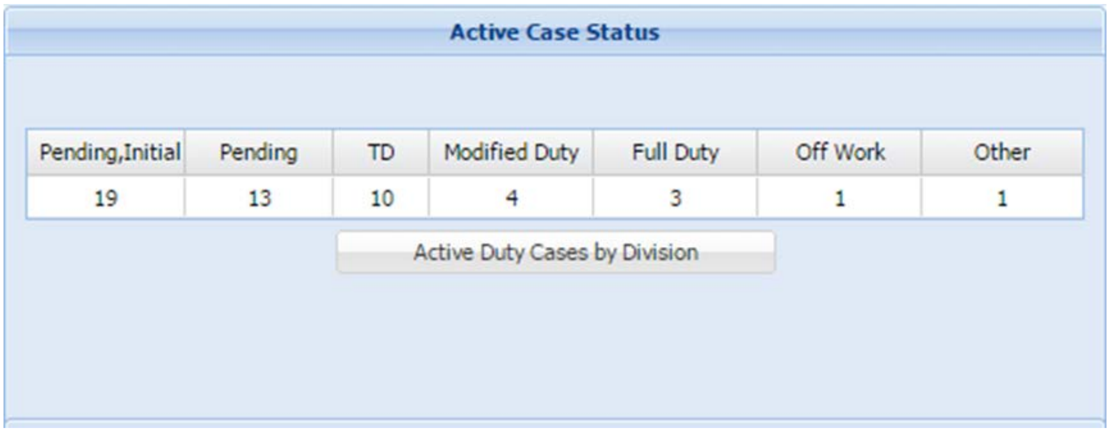


The dashboard is the default screen that Boomerang displays upon login for most users. From here, Return to Work managers can monitor and track the status of all active cases and quantify the cost savings and benefits generated by their program.

The dashboard consists of the following metric sections:

Active Case Metric

Figure 6: Active Case Metric



Active Case Status

Pending,Initial	Pending	TD	Modified Duty	Full Duty	Off Work	Other
19	13	10	4	3	1	1

Active Duty Cases by Division

The Active Case Status metric tracks and classifies all active cases into one of the following states, based on information in the employee's Return-to-Work records:

- Pending, Initial: This status is assigned by default to all new claims that are added to Boomerang. For a Return to Work program, it is the starting point for all cases, and serves as an indicator to the user that a new case has entered the system.

- Pending: "Pending" is a flag indicator that Boomerang cannot determine the state of an existing case. This situation occurs when the available return to work information is not up-to-date or is missing. A common example is an employee that completed a modified duty period, but no further information is available. If Boomerang cannot determine the employee's current state, it will place them into "Pending" as a flag indicator to the Boomerang user that information for the case needs to be updated.

- TD (Temporary Disability): This metric shows the number of employees that are currently on Temporary Disability.

- Modified Duty: This metric shows the number of employees currently in a Modified Duty position.

- Full Duty: This metric reports on the number of employees that have returned to Full Duty, BUT where the case is still considered active because the Boomerang user has not yet decided to close or discharge the case. If an employee has returned to Full Duty and their case is closed/discharged, then they will not be reported under this metric.

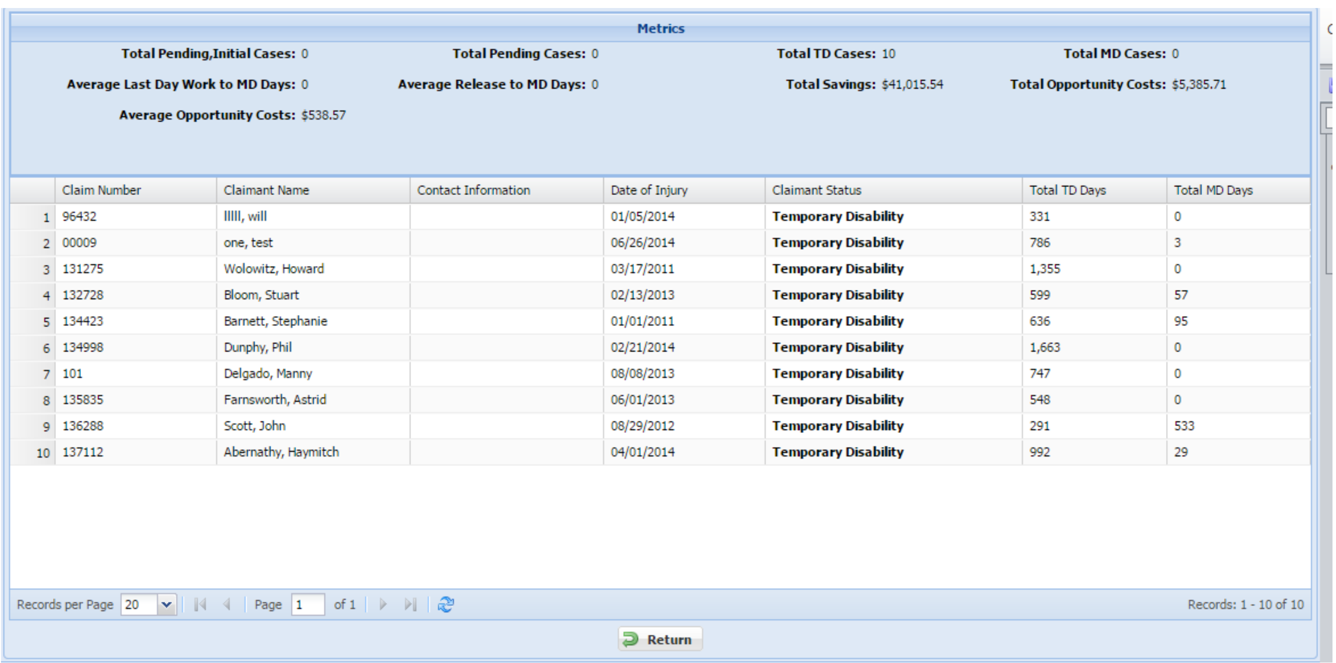
- Off Work: This metric reports the number of employees that are off-work, but have not been granted Temporary Disability status.

- Other: This metric aggregates all other possible states. Most typical are employees that are transitioning to either Permanent & Stationary status or towards termination – but are still considered an active case at this point in time

Active Case Drill-Down

To drill down and view a list of the actual cases in each state, simply double-click on the desired case status box. The active case status metric in Figure 5 shows 10 employees currently in Temporary Disability (TD). Double-clicking on the TD box produces a detailed list of these 10 cases (Figure 7), with the following information for each case:

Figure 7: Active Case Drill-Down List



Metrics

Total Pending,Initial Cases: 0 **Total Pending Cases:** 0 **Total TD Cases:** 10 **Total MD Cases:** 0

Average Last Day Work to MD Days: 0 **Average Release to MD Days:** 0 **Total Savings:** $41,015.54 **Total Opportunity Costs:** $5,385.71

Average Opportunity Costs: $538.57

	Claim Number	Claimant Name	Contact Information	Date of Injury	Claimant Status	Total TD Days	Total MD Days
1	96432	lllll, will		01/05/2014	**Temporary Disability**	331	0
2	00009	one, test		06/26/2014	**Temporary Disability**	786	3
3	131275	Wolowitz, Howard		03/17/2011	**Temporary Disability**	1,355	0
4	132728	Bloom, Stuart		02/13/2013	**Temporary Disability**	599	57
5	134423	Barnett, Stephanie		01/01/2011	**Temporary Disability**	636	95
6	134998	Dunphy, Phil		02/21/2014	**Temporary Disability**	1,663	0
7	101	Delgado, Manny		08/08/2013	**Temporary Disability**	747	0
8	135835	Farnsworth, Astrid		06/01/2013	**Temporary Disability**	548	0
9	136288	Scott, John		08/29/2012	**Temporary Disability**	291	533
10	137112	Abernathy, Haymitch		04/01/2014	**Temporary Disability**	992	29

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Return

- Claim Number

- Claimant Name

- Contact Information

- Date of Injury

- Claimant Status

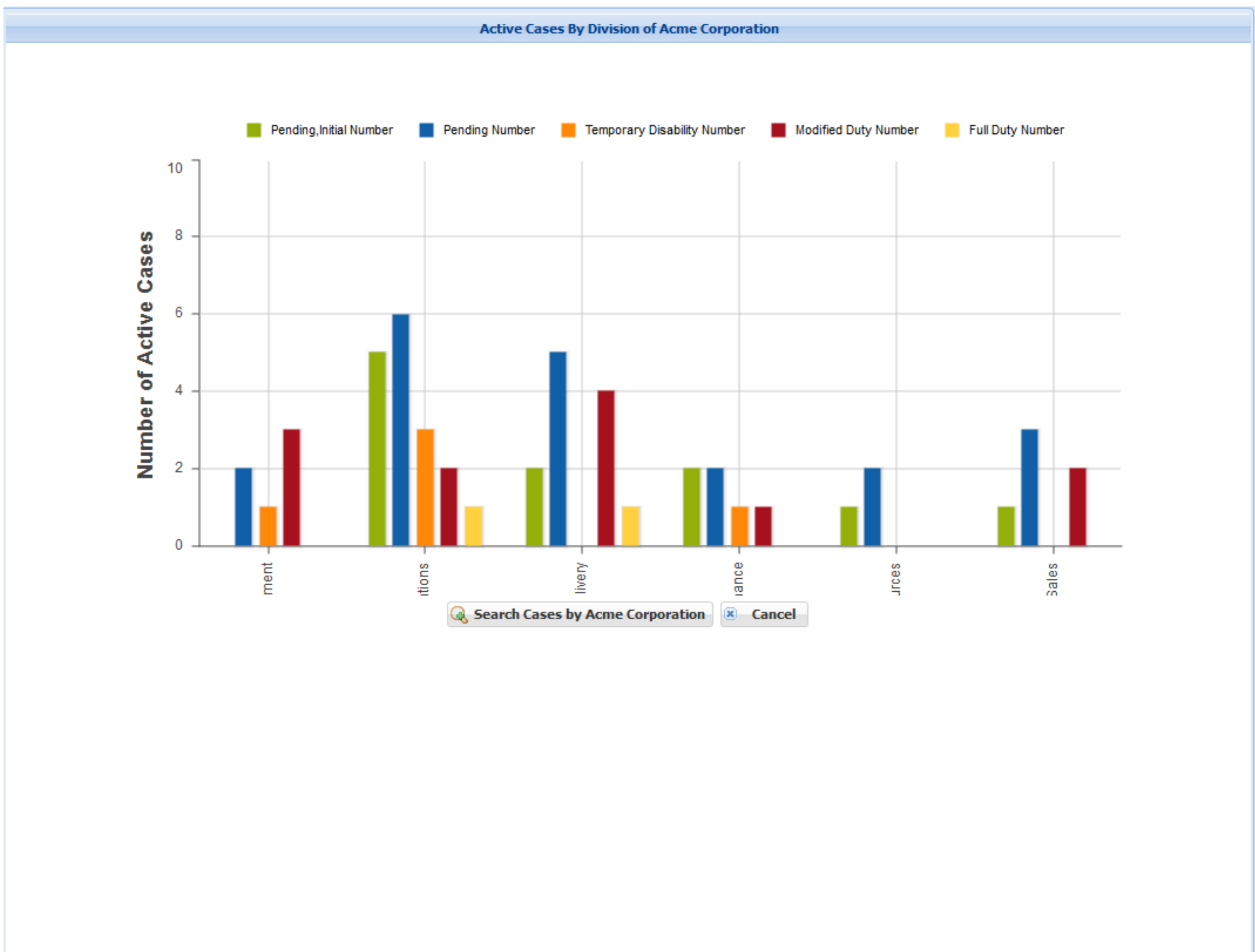
- Total TD (Temporary Disability) Days
- Total MD (Modified Duty) Days

Boomerang also calculates and display metrics for all cases on the list. Double-clicking on a specific case drills further down to the Individual Claim Screen. Clicking on the Return button on the bottom of the list returns the user to the Management Dashboard.

Active Case Graph

Clicking on the Active Duty Cases by Division button displays a graph that shows the distribution of active case status by division (Figure 8):

Figure 8: Active Cases by Division Bar Chart



Hovering the cursor over a specific bar chart element will display more detailed information. Double-clicking on a bar chart element will drill down and display active case information at the next organizational level (i.e. departments within the selected division).

Modified Duty Days Distribution Metric

This metric shows the distribution of cases based on the total number of modified duty days accumulated for each case (Figure 9).

Figure 9: Modified Duty Days Distribution

Modified Duty Days Distribution

<=60 Days	60 - 90 Days	90 - 120 Days	>120 Days
38	0	4	10

Double-clicking on a specific interval period (>120 Days in this example) will display a table listing all cases within that interval period (Figure 10):

Figure 10: List of Cases with >120 Total Modified Duty Days

Metrics

Total Pending,Initial Cases: 0 **Total Pending Cases:** 6 **Total TD Cases:** 1 **Total MD Cases:** 3

Average Last Day Work to MD Days: 141.19 **Average Release to MD Days:** 42.82 **Total Savings:** $301,857.18 **Total Opportunity Costs:** $17,409.14

Average Opportunity Costs: $1,740.91

	Claim Number	Claimant Name	Contact Information	Date of Injury	Claimant Status	Total TD Days	Total MD Days
1	62545	stark, tony	dd	02/01/2011	**Modified Duty**	0	1,400
2	56465464	doe, john		02/18/2014	**Pending**	1,421	151
3	65462	good, will		08/06/2013	**Modified Duty**	113	370
4	123	Sun, Sundy		07/02/2014	**Pending**	402	121
5	131262	Cuoco, Penny		01/02/2013	**Pending**	7	368
6	135686	Dunham, Olivia		02/11/2013	**Pending**	212	184
7	136288	Scott, John		08/29/2012	**Temporary Disability**	291	533
8	136564	Fleming, Sharona		05/27/2012	**Pending**	0	558
9	136731	Stottlemeyer, Leland		04/22/2014	**Modified Duty**	20	225
10	136847	Lannister, Tywin		08/22/2013	**Pending**	4	225

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Return

The table includes a count of the total temporary disability and modified duty days by case, and can be sorted on any field. Double-clicking on a specific record will drill-down to the **Individual Claim Screen**.

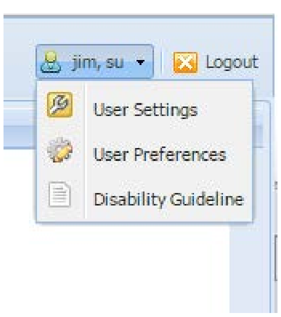
Boomerang also calculates and displays the following metrics across all cases in the selected interval:

- Number of cases with employee currently in Pending state
- Number of cases with employee currently in a Temporary Disability state
- Number of cases with employee currently in a Modified Duty state
- Average Last Day Worked to Modified Duty Days: This metric measures, on average, the number of days that pass from time of injury/incident to when the employee is placed in a modified duty position.
- Average Release to MD Days: This metric measures the average number of days that pass from when the physician releases the employee for duty, to when the employee begins work.
- Total Savings: This metric calculates the benefit derived by placing the employee in Modified Duty vs. Temporary Disability (see Savings and Opportunity Cost Metric below).
- Total Opportunity Costs: This metric calculates the potential additional benefit available if the program is able to eliminate the time it takes to place an eligible employee in a Modified Duty position (see Savings and Opportunity Cost Metric below).
- Average Opportunity Costs: This metric calculate the opportunity cost on a per case basis.

Time Interval Customization

The Modified Duty Days Distribution time intervals can be customized either at the user level or at the account level (changes the metric display for all users). To change at the user level, click on your user name at top-right corner of the Boomerang screen. Boomerang will display the following drop-down menu:

Figure 11



Click on User Preferences to get to the Preferences screen (Figure 12)

Figure 12: User Preferences

Preferences

	Preference Name	Preference Value	Preference Description
1	MOD_DUTY_DAY1	60	Dashboard reporting of Modifie...
2	MOD_DUTY_DAY2	90	This parameter sets the middle ...
3	MOD_DUTY_DAY3	120	This parameter sets the upper b...
4	MAX_MOD_DUTY_Days	120	Identifies the maximum total nu...
5	MAX_TEMP_DIS_Days	120	Identifies the maximum total nu...
6	RTW_TRACKING_DATA	SHOW ALL DATA	This parameter sets the data w...
7	RTW_AUTO_TRACKING	CREATE TRACKING RECORD MA...	The RTW tracking automation cr...
8	Remove Past Appointment	False	If this parameter is true, it will ...

The following parameters define the time intervals:

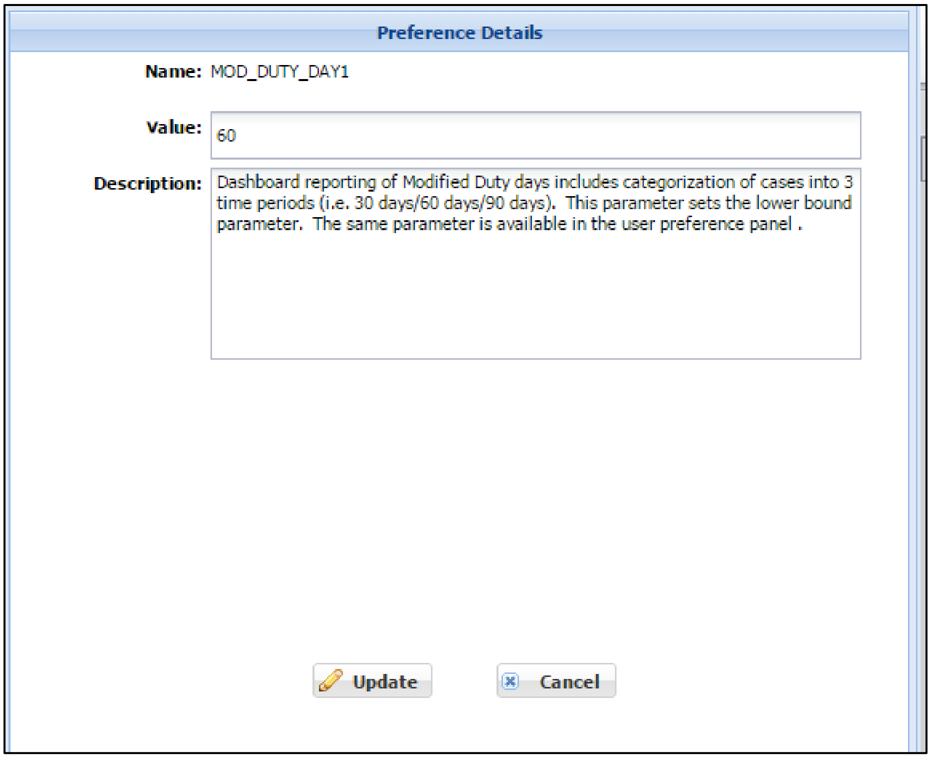
- MOD_DUTY_DAY1: default value of 60 days
- MOD_DUTY_DAY2: default value of 90 days
- MOD_DUTY_DAY3: default value of 120 days

Based on the values in these parameters, Boomerang creates the Modified Duty Day time intervals as follows:

- 1st Interval: **Timer Interval** <= MOD_DUTY_DAY1
- 2nd Interval: MOD_DUTY_DAY1 < **Time Interval** <= MOD_DUTY_DAY2
- 3rd Interval: MOD_DUTY_DAY2 < **Time Interval** <= MOD_DUTY_DAY3
- 4th Interval: **Time Interval** > MOD_DUTY_DAY4

These settings can be changed by clicking on a specific policy. Boomerang will then display the Policy Details screen to the right (Figure 13):

Figure 13: Preference Details for MOD_DUTY_DAY1



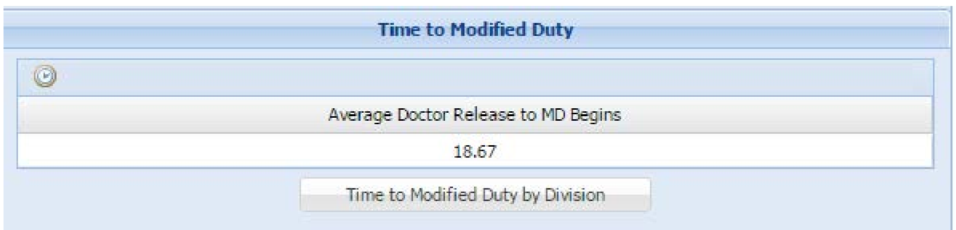
Change the number in the Value field and click on the Update button to save.

To change settings at the account level, click on Administration Portal – Claim Policies (note: requires account with access to Administration Portal). Follow the same steps to set new values for each parameter.

Time to Modified Duty Metric

Time to Modified Duty is an opportunity cost metric. It is a measure of the average delay in work days, from the time the physician releases an employee for work, to the time that the claimant actually starts modified duty. This delay is an "opportunity cost" that indicates the potential for increased cost savings available by reducing the time it takes to place a claimant into a modified duty position

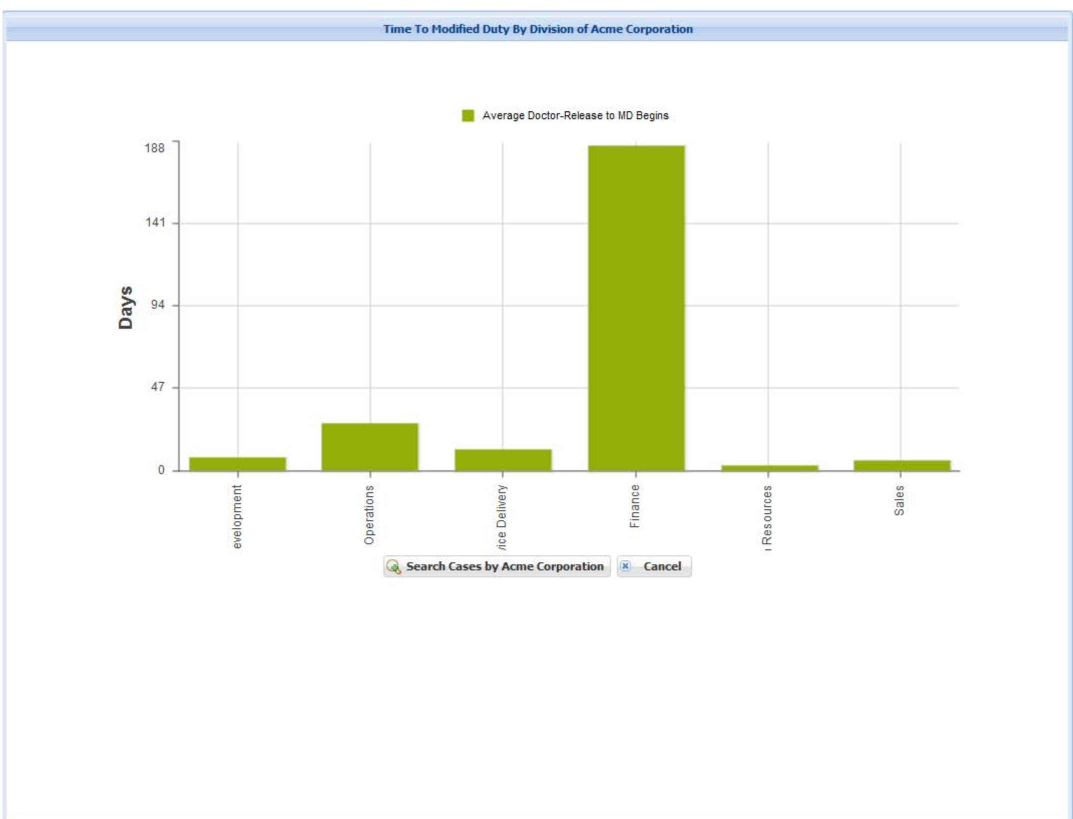
Figure 14: Time to Modified Duty Metric



.

Clicking on the **Time to Modified Duty by Division** button displays a bar chart that shows the distribution of active case status by division (Figure 15):

Figure 15: Time to Modified Duty Bar Chart

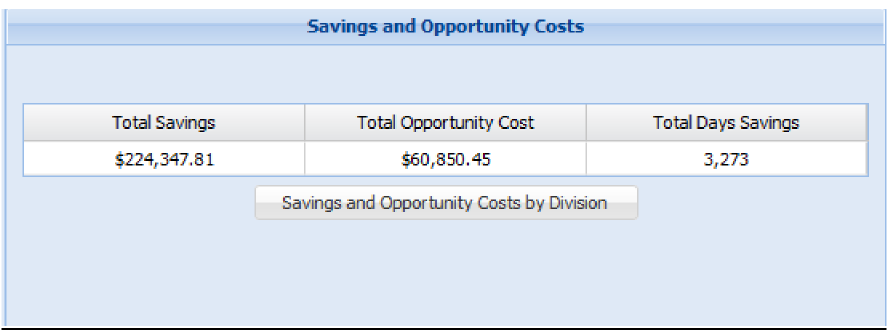


Hovering the cursor over a bar chart element will display more detailed information. Double-clicking on a bar chart element will drill down and display active case information at the next organizational level (i.e. departments within the selected division).

Savings and Opportunity Costs Metric

Per a 2010 Rand study, having a Return-to-Work program in place at the time of injury is associated with a 3-4 week reduction in the median injury duration, and about a 15-week reduction in the average injury duration. One of the significant challenges in managing a Return-to-Work program is quantifying the benefits generated by it. Boomerang does this by tracking the total number of days in which the program has placed employees in Modified Duty positions (Total Days Savings).

Figure 16: Savings and Opportunity Cost Metrics



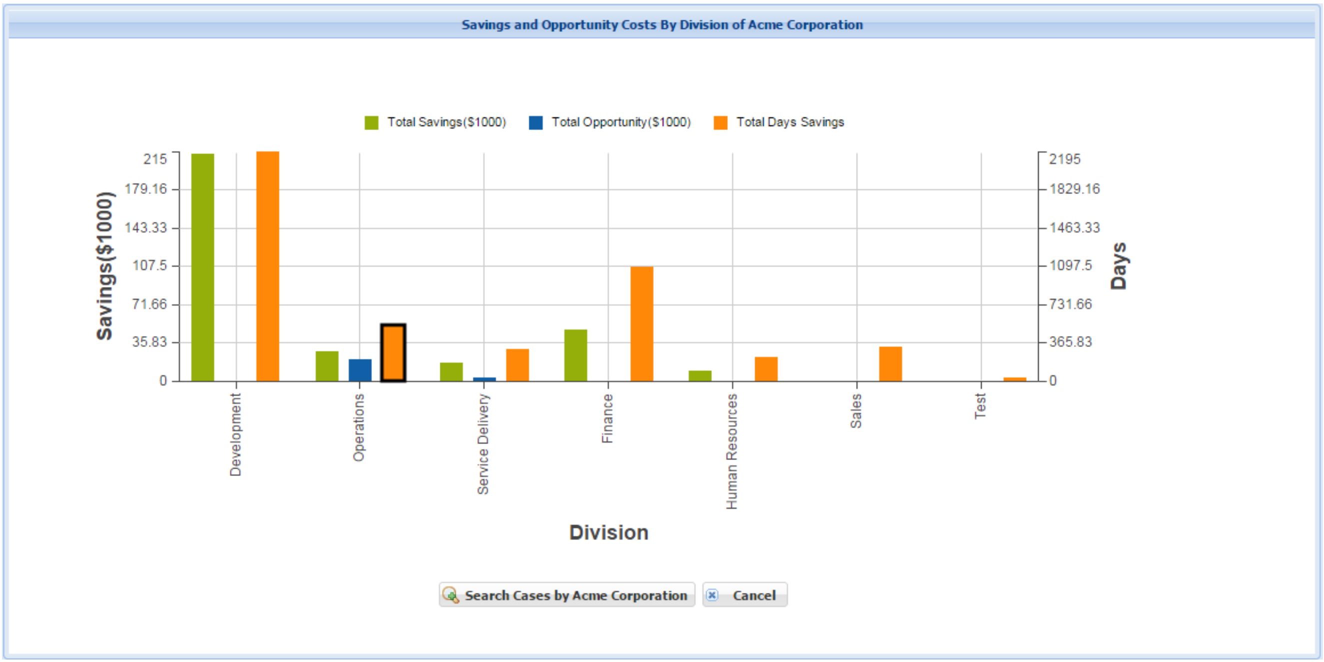
This information is then used to calculate the following metrics:

- <u>Total Savings</u>: (Total Days Savings) x (Temporary Disability Rate for each case).
- <u>Total Opportunity Cost</u>: (Total Number of Days from Doctor Release to Modified Duty Begins) x (Temporary Disability Rate for each case).

The Total Savings metric quantifies the impact of having the employee placed in a position that provides productivity/benefit back to the company versus having the employee simply placed on Temporary Disability. The Total Opportunity Cost metric quantifies the additional potential benefit available by reducing the time it takes to place an employee in a modified duty position.

Clicking on the Savings and Opportunity Costs by Division button displays a graph that shows the distribution of savings/benefits by division (Figure 17):

Figure 17: Savings and Opportunity Costs by Division Bar Chart



Setting the Time Interval for Measuring Time to Modified Duty/Savings & Opportunity Costs

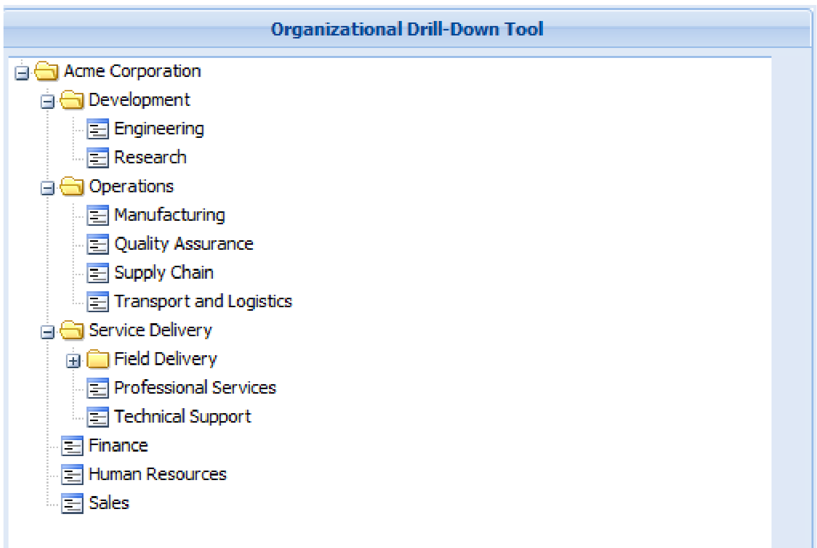
Both of these metrics are calculated over a time interval. By default, Boomerang calculates both metrics from since the beginning of the program. It may be desirable to view these metrics over a specific timeframe (i.e. Year-to-Date). To change the time interval for these metrics, click on the icon on the top left corner of the Time to Modified Duty box (Figure 18). This will open up the date range settings for editing. Date range settings made here will be applied for both the Time to Modified Duty and the Savings & Opportunity Cost metrics.

Figure 18: How to Set Time Interval

Organizational Drill-Down Tool

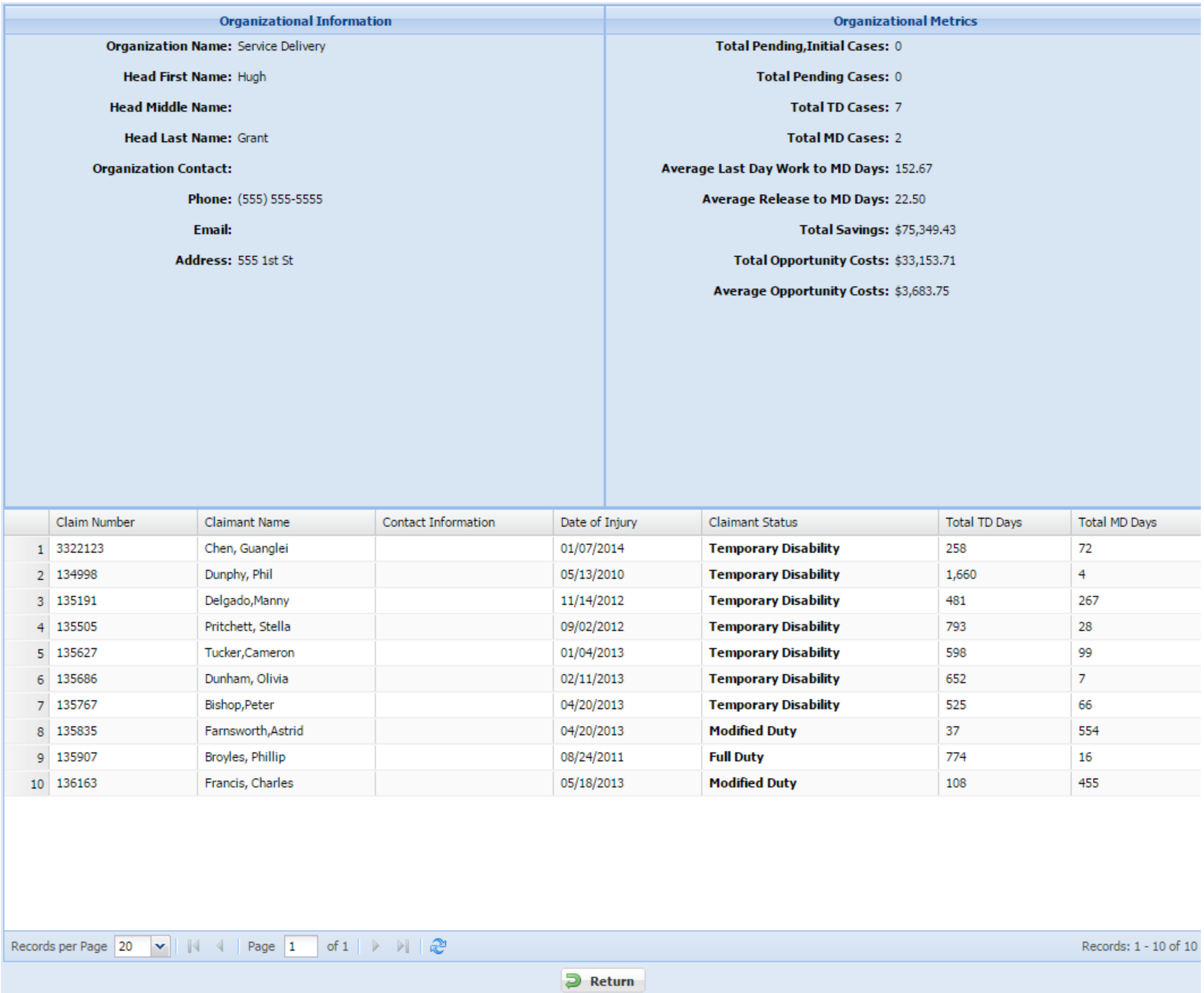
This tool is ideal for organization-based analysis and drill-down for root cause analysis. During account set-up, a complete organizational tree is created for your account. Incoming cases are automatically mapped to the correct organization and Boomerang track and measures return-to-work information at every level of the organization. (Figure 19)

Figure 19



To view the list of active cases within an organizational group, double-click on the organization to bring up the associated case list table (figure 20).

Figure 20



Organizational Information

Organization Name: Service Delivery

Head First Name: Hugh

Head Middle Name:

Head Last Name: Grant

Organization Contact:

Phone: (555) 555-5555

Email:

Address: 555 1st St

Organizational Metrics

Total Pending,Initial Cases: 0

Total Pending Cases: 0

Total TD Cases: 7

Total MD Cases: 2

Average Last Day Work to MD Days: 152.67

Average Release to MD Days: 22.50

Total Savings: $75,349.43

Total Opportunity Costs: $33,153.71

Average Opportunity Costs: $3,683.75

	Claim Number	Claimant Name	Contact Information	Date of Injury	Claimant Status	Total TD Days	Total MD Days
1	3322123	Chen, Guanglei		01/07/2014	**Temporary Disability**	258	72
2	134998	Dunphy, Phil		05/13/2010	**Temporary Disability**	1,660	4
3	135191	Delgado,Manny		11/14/2012	**Temporary Disability**	481	267
4	135505	Pritchett, Stella		09/02/2012	**Temporary Disability**	793	28
5	135627	Tucker,Cameron		01/04/2013	**Temporary Disability**	598	99
6	135686	Dunham, Olivia		02/11/2013	**Temporary Disability**	652	7
7	135767	Bishop,Peter		04/20/2013	**Temporary Disability**	525	66
8	135835	Farnsworth,Astrid		04/20/2013	**Modified Duty**	37	554
9	135907	Broyles, Phillip		08/24/2011	**Full Duty**	774	16
10	136163	Francis, Charles		05/18/2013	**Modified Duty**	108	455

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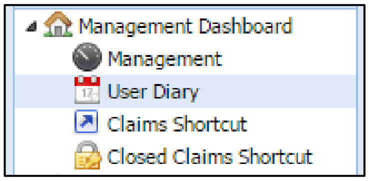
Return

Using this tool, users can compare detailed return-to-work metrics of each organization along with a list of all active claims – each displayed with the total number of Temporary Disability and Modified Duty days recorded to-date. Prioritization of individual claims can then be quickly identified for further analysis and accessed by simply double-clicking on a specific claim record.

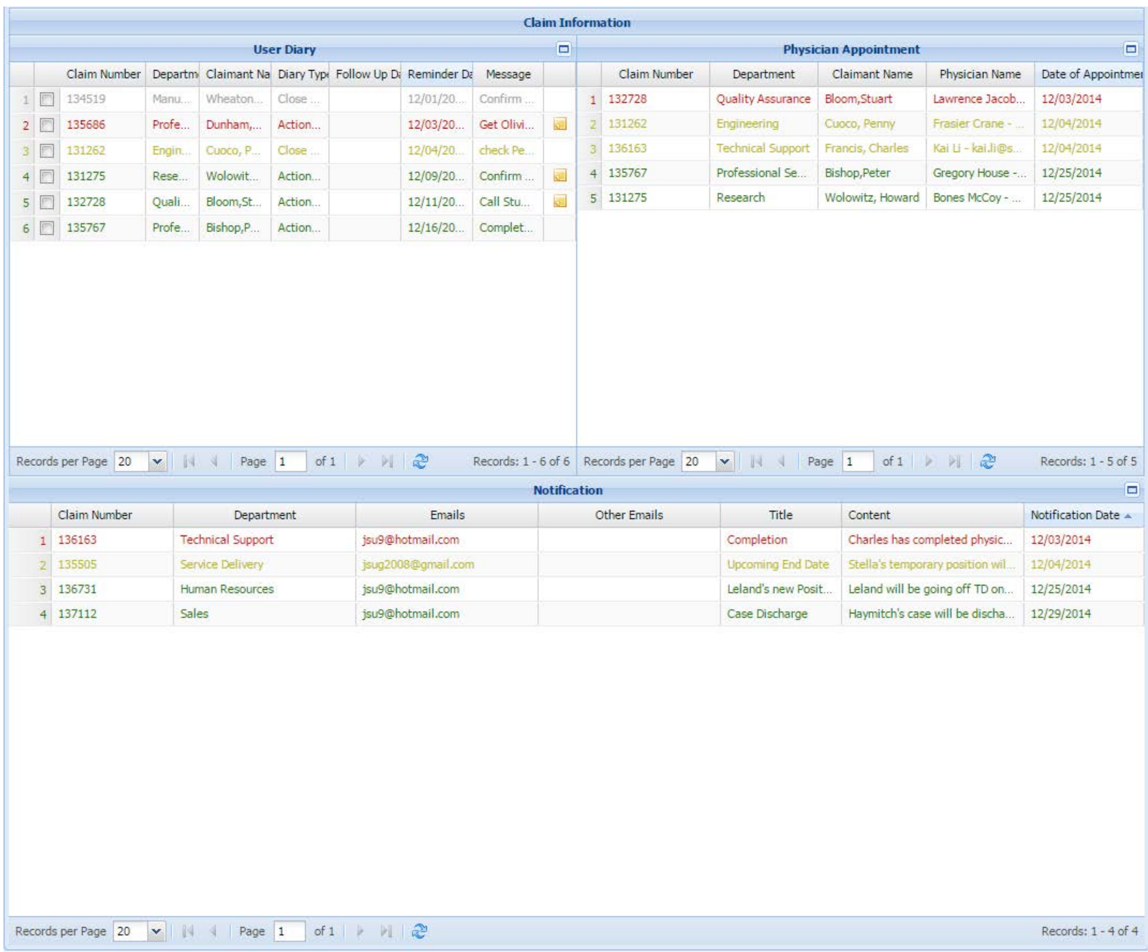
Management Dashboard - User Diary



The User Diary is the central point of day-to-day monitoring and management of cases. It is where the user prioritizes and manages their tasks across all of the cases being managed. The User Diary screen (Figure 21) centralizes diary entries, physician appointments, and scheduled notifications across all active cases for easy access and tracking of important activities, and notifications.

Boomerang automatically notifies the user of important due dates via email, and color codes entries to simplify prioritization. Cases associated with a specific physician visit, diary entry, or tasks can then be navigated to for updates or further analysis by simply double-clicking on the entry.

Figure 21 User Diary Screen

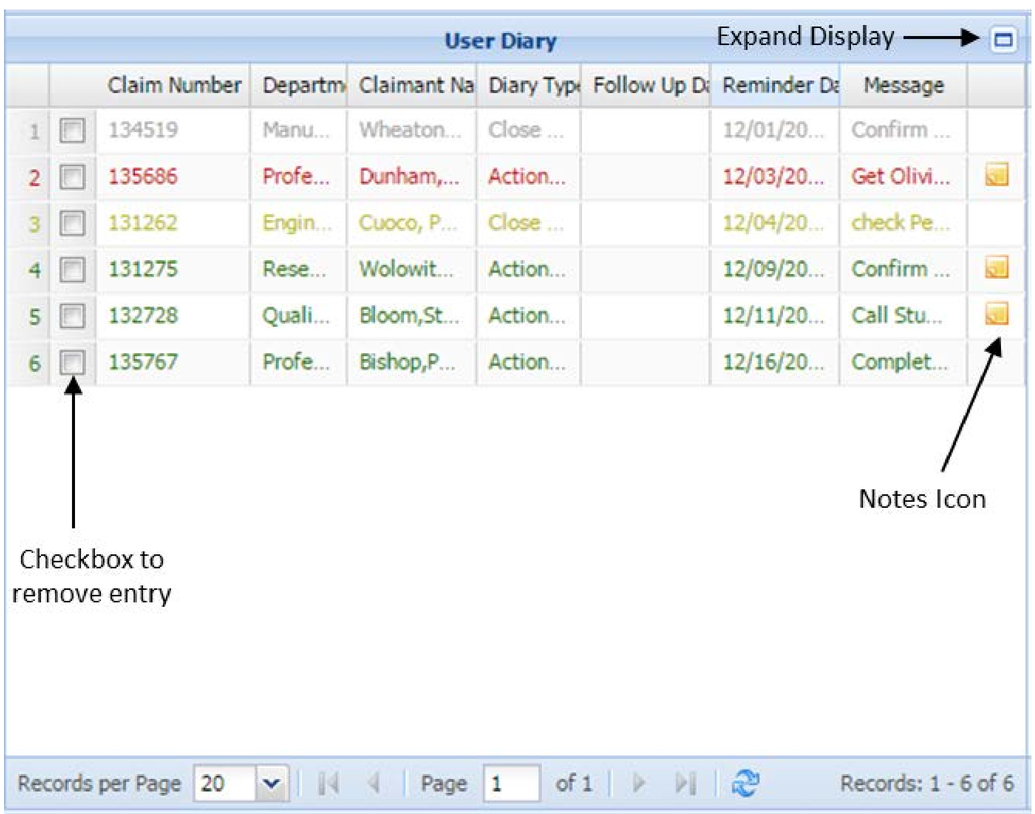


User Diary Table

The User Diary (Figure 22) table lists all active diary entries and task reminders made by the Boomerang user across all cases that they are managing. The entries are color-coded based on their due dates for completion:

- Green: Diaries/tasks that are not due for at least two days
- Yellow: Diaries/tasks requiring completion by the next day
- Red: Diaries/tasks that are due today
- Gray: Diaries/tasks that as past due, but not completed

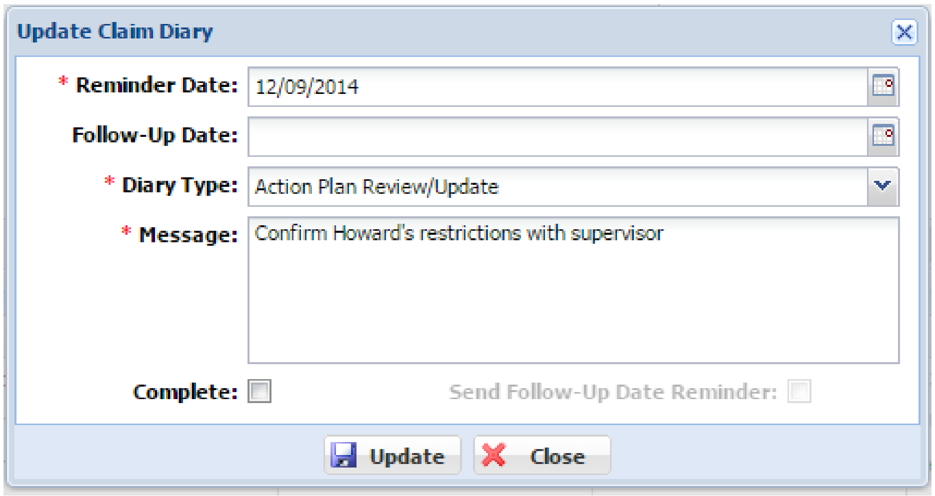
Figure 22: User Diary Table



TIP: The User Diary table can be expanded for easier viewing by clicking on the expand display button on the right top corner of the table

A checkbox on the left of each entry allows the user to quickly mark the task as complete and remove it from the table. If you want to view the diary entry in more detail, double-click on it to bring up the underlying record (Figure 23).

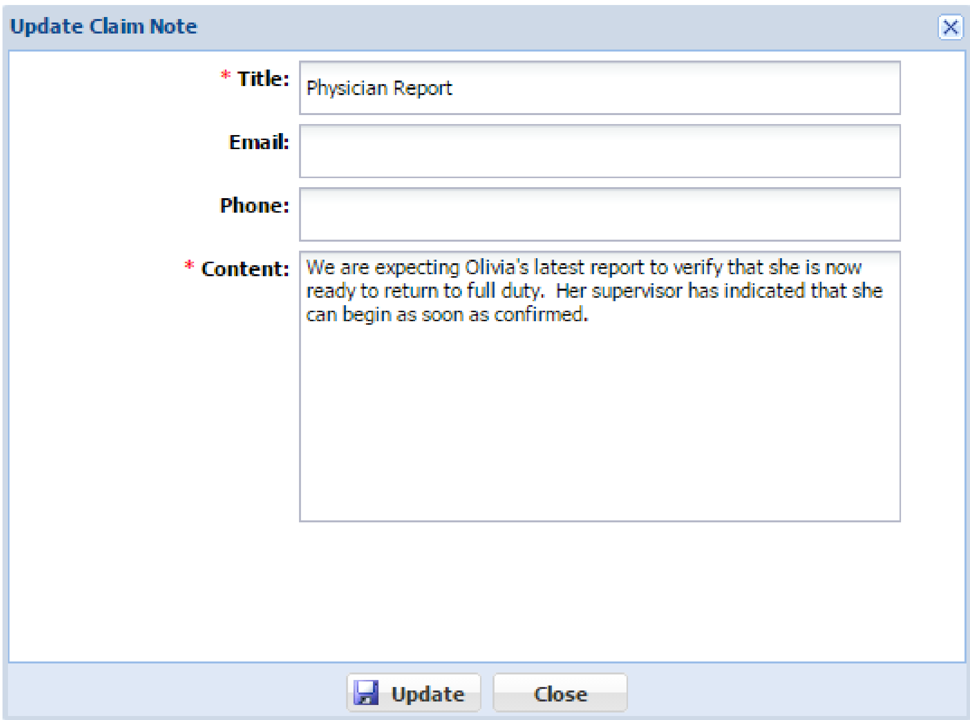
Figure 23 Diary Entry



The record will display the Reminder Date (used by Boomerang to send a reminder email to the user), the Follow-Up Date (optional – typically used to send a past due reminder), identification of the diary entry type, and the actual contents of the diary entry or task that must be completed. If the task is done, click on the Complete checkbox and Boomerang will remove the entry from the User Diary display. However, the underlying diary record will still be saved in the employee's case file and can be accessed by going to the **Individual Claim Screen**.

Going back to the User Diary table (figure 22), you may notice icons to the right of some of the entries. The icon is displayed if the diary has an associated note (Figure 23). Double-click on the icon to edit/view the note.

Figure 24 Note



Physician Appointment Table

The Physician Appointment table (Figure 25) lists upcoming physician appointments scheduled across all cases being managed by the Boomerang user. These appointments are color-coded based on the appointment date:

- Green: appointment is scheduled at least two days away
- Yellow: appointment is scheduled tomorrow
- Red: appointment is scheduled to occur today

Figure 25: Physician Appointment Table

Physician Appointment

	Claim Number	Department	Claimant Name	Physician Name	Date of Appointme
1	132728	Quality Assurance	Bloom,Stuart	Lawrence Jacob...	12/03/2014
2	131262	Engineering	Cuoco, Penny	Frasier Crane - ...	12/04/2014
3	136163	Technical Support	Francis, Charles	Kai Li - kai.li@s...	12/04/2014
4	135767	Professional Se...	Bishop,Peter	Gregory House -...	12/25/2014
5	131275	Research	Wolowitz, Howard	Bones McCoy - ...	12/25/2014

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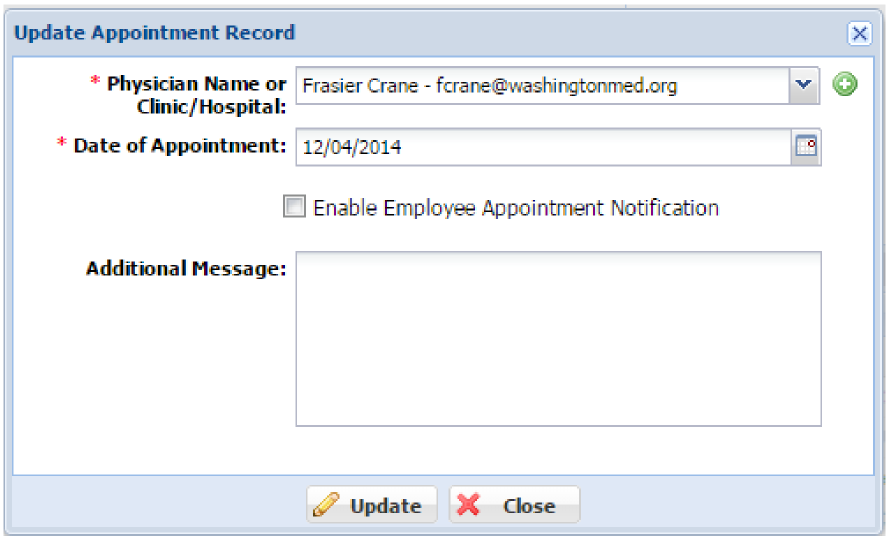
If you want to view more information or make changes to a specific appointment, double-click on the entry to bring up the underlying record (Figure 26).

Figure 26: Appointment Record



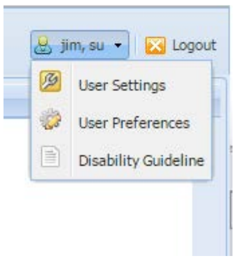
The record will show the name of the physician or clinic/hospital, the date of the appointment, and additional context information (if provided when appointment was originally scheduled). Boomerang will automatically send an email reminder to the Boomerang user on the date of the appointment. If the "Enable Employee Appointment Notification" checkbox is set, Boomerang will also send an email reminder to the employee.

After an appointment has occurred, Boomerang will automatically remove the entry from the appointments table. However, the underlying record will still be part of the employee's case file and can be accessed by going to the **Individual Claim Screen**.

NOTE: You cannot change an appointment that is scheduled for today (marked in RED). This is to avoid conflicts if Boomerang has already sent out reminders associated with information in the original appointment.

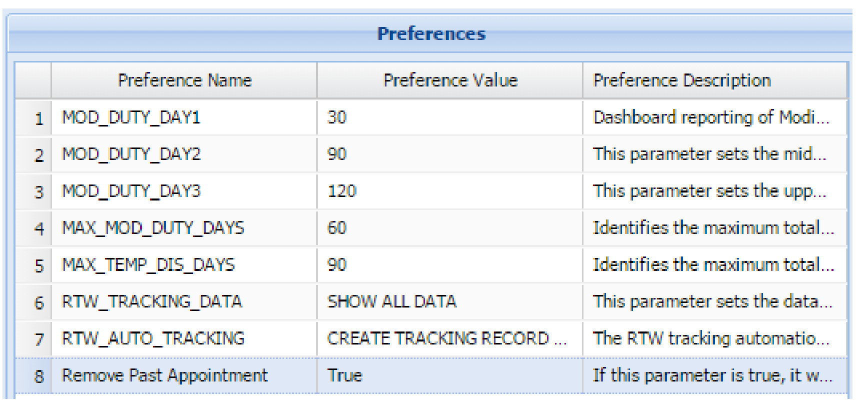
TIP: Some Boomerang users schedule important tasks and activities around the physician appointment dates. They may want the ability to manually remove an appointment entry only after they have completed their activities associated with it. This option can be set by clicking on your user name at top-right corner of the Boomerang screen. Boomerang will display the following drop-down menu (Figure 27):

Figure 27



Click on User Preferences to get to the Preferences screen (Figure 28)

Figure 28: Preferences

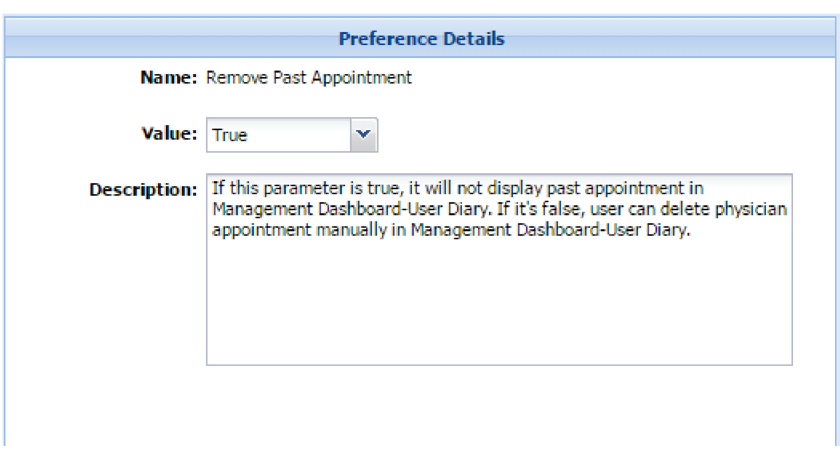


Preferences

	Preference Name	Preference Value	Preference Description
1	MOD_DUTY_DAY1	30	Dashboard reporting of Modi...
2	MOD_DUTY_DAY2	90	This parameter sets the mid...
3	MOD_DUTY_DAY3	120	This parameter sets the upp...
4	MAX_MOD_DUTY_DAYS	60	Identifies the maximum total...
5	MAX_TEMP_DIS_DAYS	90	Identifies the maximum total...
6	RTW_TRACKING_DATA	SHOW ALL DATA	This parameter sets the data...
7	RTW_AUTO_TRACKING	CREATE TRACKING RECORD ...	The RTW tracking automatio...
8	Remove Past Appointment	True	If this parameter is true, it w...

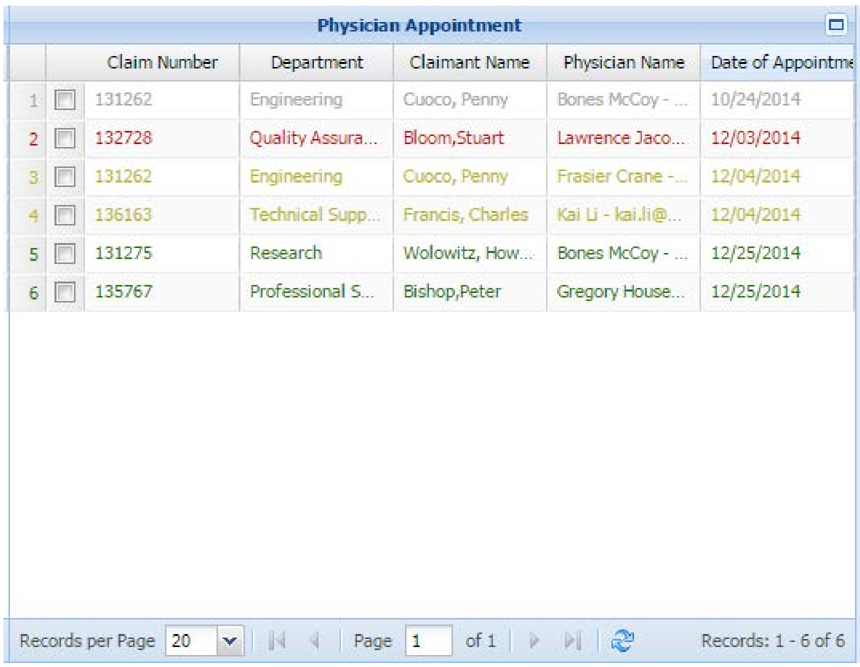
Click on Remove Past Appointment to bring up the setting (Figure 29)

Figure 29: Preference Details



The default value for the setting is “True”. If “True”, Boomerang will automatically remove past appointments from the display. Change this value to “False” to disable automatic removal and enable manual user control. When set to “False”, the appointments table will look like this (Figure 30):

Figure 30 Physician Appointment Table with Manual Control



Physician Appointment

		Claim Number	Department	Claimant Name	Physician Name	Date of Appointme
1	☐	131262	Engineering	Cuoco, Penny	Bones McCoy - ...	10/24/2014
2	☐	132728	Quality Assura...	Bloom,Stuart	Lawrence Jaco...	12/03/2014
3	☐	131262	Engineering	Cuoco, Penny	Frasier Crane -...	12/04/2014
4	☐	136163	Technical Supp...	Francis, Charles	Kai Li - kai.li@...	12/04/2014
5	☐	131275	Research	Wolowitz, How...	Bones McCoy - ...	12/25/2014
6	☐	135767	Professional S...	Bishop,Peter	Gregory House...	12/25/2014

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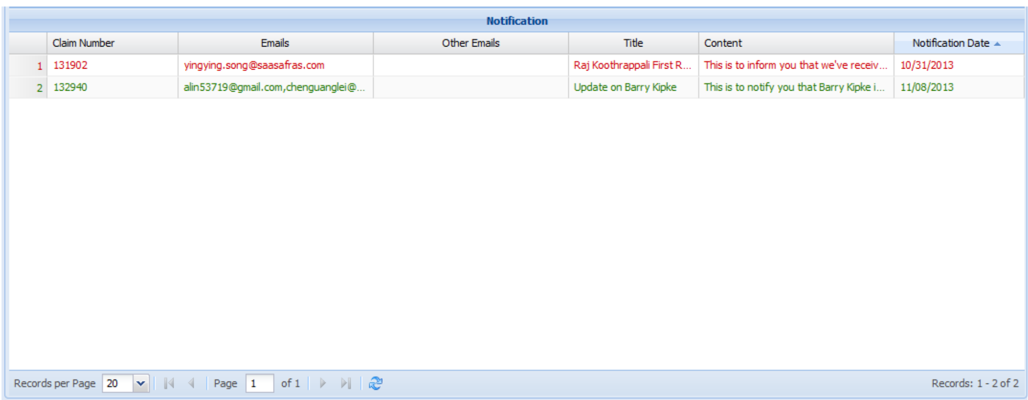
The user can now manually remove appointments by clicking on the checkbox to the left of each appointment entry.

Email Notifications Table

The Email Notifications Table (Figure 31) lists scheduled email notifications across all cases being managed by the Boomerang user. These appointments are color-coded based on the scheduled date for the notification:

- Green: notification is scheduled at least two days away
- Yellow: notification is scheduled tomorrow
- Red: notification is scheduled today

Figure 31: Email Notifications Table



Notification

	Claim Number	Emails	Other Emails	Title	Content	Notification Date
1	131902	yingying.song@saasafras.com		Raj Koothrappali First R...	This is to inform you that we've receiv...	10/31/2013
2	132940	alin53719@gmail.com,chenguanglei@...		Update on Barry Kipke	This is to notify you that Barry Kipke i...	11/08/2013

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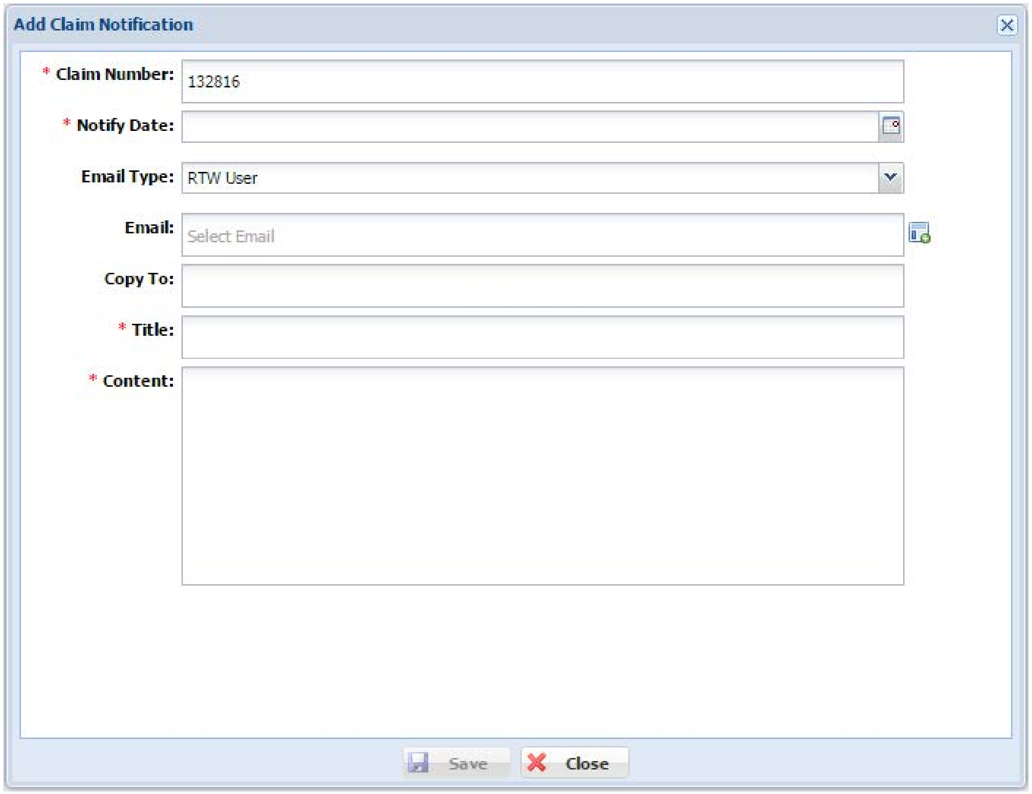
To view/edit an existing notification, double-click on the entry .

Figure 32: Email Notification Pop-Up



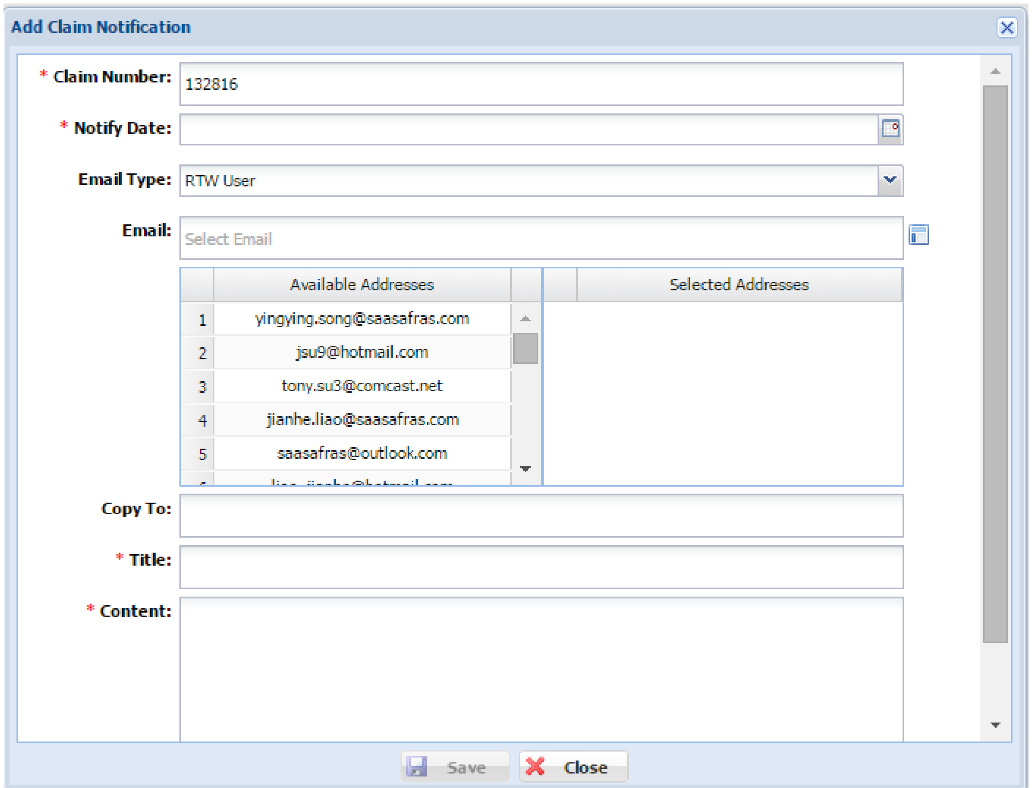
This will display a Pop-Up of the notification record for editing:

- <u>Claim Number (mandatory field):</u> This the unique ID assigned by the Claims Management system that identifies the case that is associated with the email notification.

- <u>Notify Date (mandatory field):</u> This identifies the scheduled date for the notification. Boomerang will automatically send the email to all selected parties on this date and provide a verification that that the email was sent out in the email notification sect.

- <u>Email Type</u>: Boomerang can store multiple email address lists associated with different groups that may associated with or have an interest in a specific return to work case. This includes supervisors/managers of the affected employees, external claims examiners, physicians caring for the employee, or even other Boomerang users who may be assigned to a case. This field provides a dropdown menu to select the group from which you want to select email addresses. Once selected, Boomerang will display the available list of email addresses that can be added to the notification from the send to Email address and the Copy to address fields. To add addresses from a different group, simply change the selection in Email Type dropdown menu.

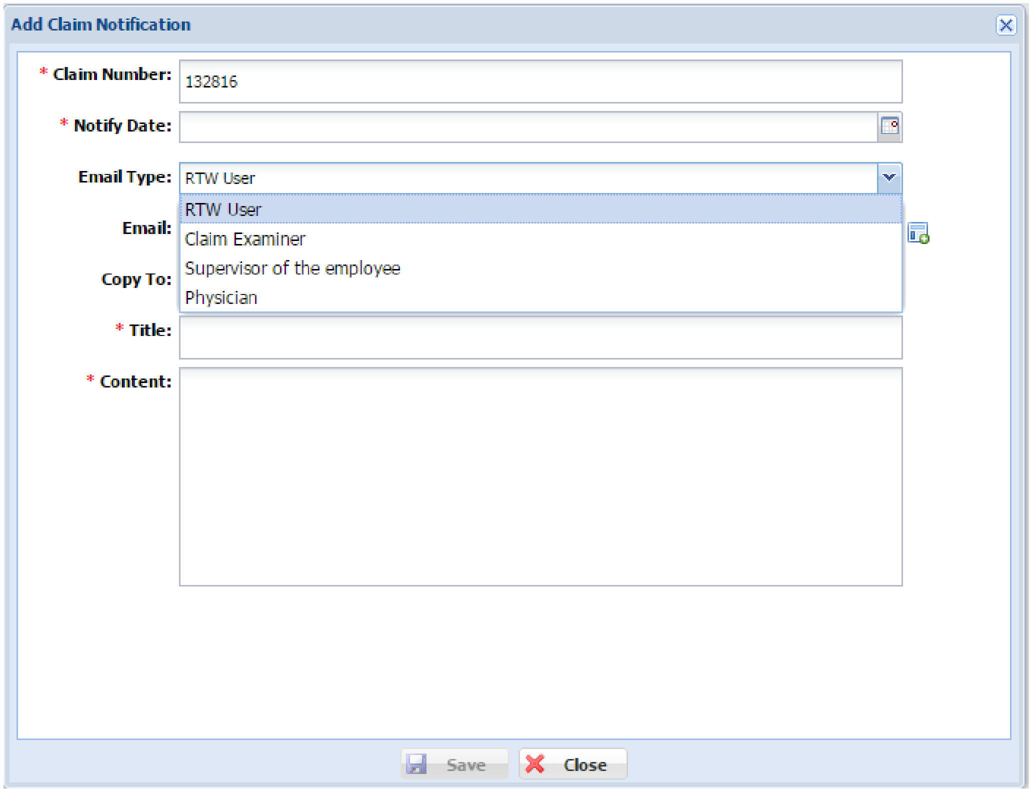
- Email: This field identifies to who you want to send the email. Once an Email Type is identified, the Email field will display two lists side-by-side. The list on the left displays the available email addresses – to select an address just double-click on it. Boomerang will then move the address to the "Selected Addresses" list on the right. Double-clicking on an address that is already on the "Selected Addresses" list will remove it.



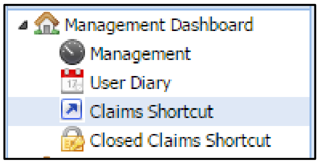
- Copy To: This field identifies who you want to have copied on the email. Selection of addresses works the same as with the Email address field.

- Title (Mandatory Field): This is the subject line of the email.

- Content (Mandatory Field): This is the actual body of the email containing the message being sent

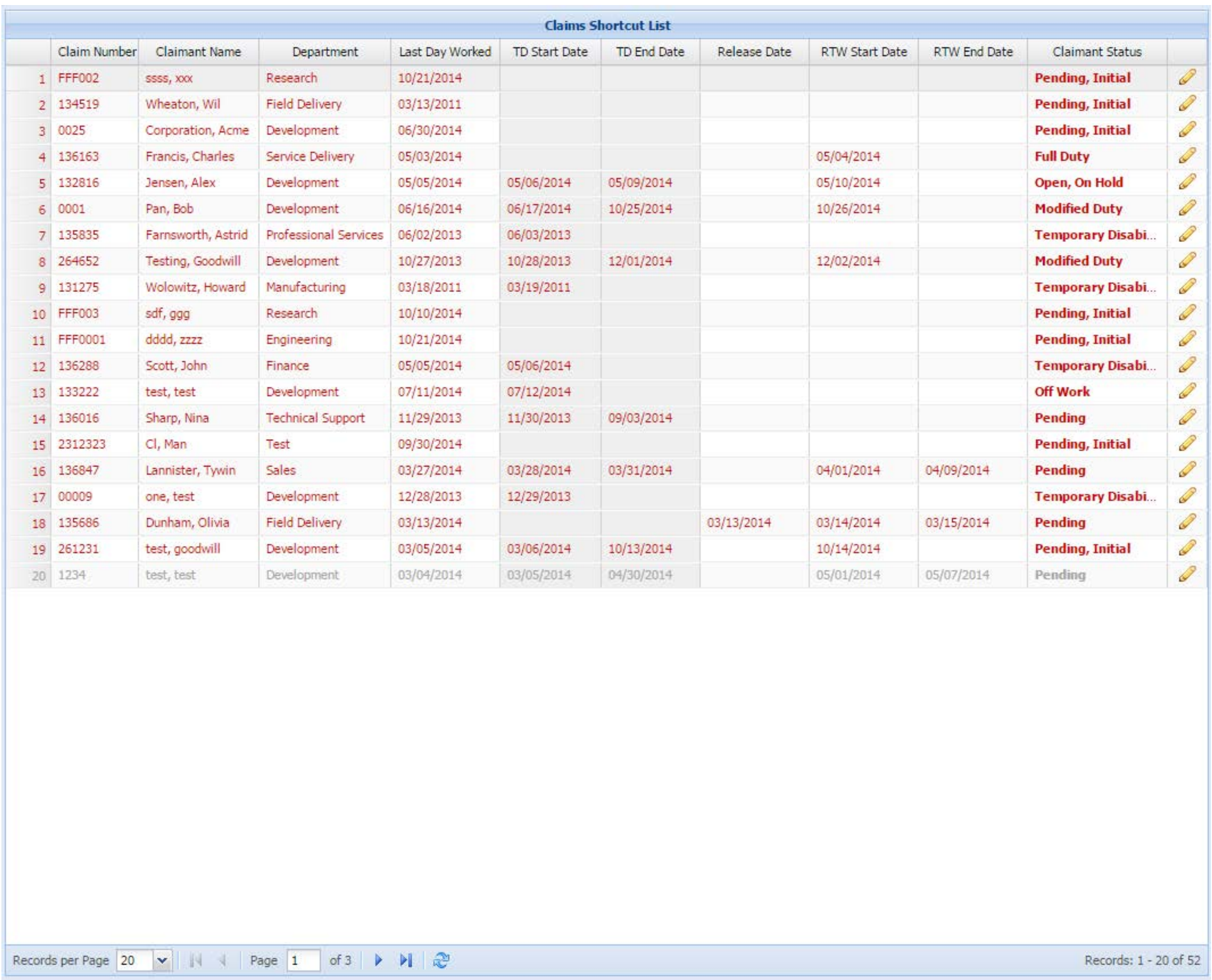

Add Claim Notification
* Claim Number:
132816
* Notify Date:
Email Type:
RTW User
RTW User
Claim Examiner
Supervisor of the employee
Physician
Email:
Copy To:
* Title:
* Content:
Save
Close

Claims Shortcut List



Boomerang integrates with 3rd party claims management platforms to automatically receive regular feeds of new claims. Once received, Boomerang initiates the return to work process by displaying all active claims via a consolidated Claims Shortcut List (Figure 33).

Figure 33: Claims Shortcut List



Claims Shortcut List

	Claim Number	Claimant Name	Department	Last Day Worked	TD Start Date	TD End Date	Release Date	RTW Start Date	RTW End Date	Claimant Status
1	FFF002	ssss, xxx	Research	10/21/2014						Pending, Initial
2	134519	Wheaton, Wil	Field Delivery	03/13/2011						Pending, Initial
3	0025	Corporation, Acme	Development	06/30/2014						Pending, Initial
4	136163	Francis, Charles	Service Delivery	05/03/2014				05/04/2014		Full Duty
5	132816	Jensen, Alex	Development	05/05/2014	05/06/2014	05/09/2014		05/10/2014		Open, On Hold
6	0001	Pan, Bob	Development	06/16/2014	06/17/2014	10/25/2014		10/26/2014		Modified Duty
7	135835	Farnsworth, Astrid	Professional Services	06/02/2013	06/03/2013					Temporary Disabi...
8	264652	Testing, Goodwill	Development	10/27/2013	10/28/2013	12/01/2014		12/02/2014		Modified Duty
9	131275	Wolowitz, Howard	Manufacturing	03/18/2011	03/19/2011					Temporary Disabi...
10	FFF003	sdf, ggg	Research	10/10/2014						Pending, Initial
11	FFF0001	dddd, zzzz	Engineering	10/21/2014						Pending, Initial
12	136288	Scott, John	Finance	05/05/2014	05/06/2014					Temporary Disabi...
13	133222	test, test	Development	07/11/2014	07/12/2014					Off Work
14	136016	Sharp, Nina	Technical Support	11/29/2013	11/30/2013	09/03/2014				Pending
15	2312323	Cl, Man	Test	09/30/2014						Pending, Initial
16	136847	Lannister, Tywin	Sales	03/27/2014	03/28/2014	03/31/2014		04/01/2014	04/09/2014	Pending
17	00009	one, test	Development	12/28/2013	12/29/2013					Temporary Disabi...
18	135686	Dunham, Olivia	Field Delivery	03/13/2014			03/13/2014	03/14/2014	03/15/2014	Pending
19	261231	test, goodwill	Development	03/05/2014	03/06/2014	10/13/2014		10/14/2014		Pending, Initial
20	1234	test, test	Development	03/04/2014	03/05/2014	04/30/2014		05/01/2014	05/07/2014	Pending

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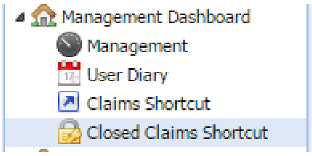
Cases that are new, require updating, contain errors, or that have exceeded preset thresholds are automatically flagged for attention. From here RTW coordinators can sort the list on any field to quickly find a specific case, or identify groups of cases that need attention (i.e. all cases with status of "Pending"). Double-clicking on a specific case record (or the associated pencil icon to the right of each record) will then bring up the **Individual Claim Screen**.

TIP: A key field to focus on is the Claimant Status. Below is a summary of possible states:

- Pending, Initial: This is a new case
- Pending: This is an existing case where the status of the employee is unknown – this usually means that information needs to be updated
- Temporary Disability: The employee is currently in Temporary Disability
- Off-Work: The employee is in an unpaid off-work status
- Modified Duty: The employee is in Modified Duty
- Full Duty: The employee has returned to Full Duty, but their case is still active – this usually means it is still being monitored for possible relapse
- Other: Usually a transition state to Permanent & Stationary or Termination

Closed Claims Shortcut List



A case may be closed in Boomerang under the following conditions:

- Employee returns to Full Duty
- Employee is transitioned to a Permanent Restriction status
- The case is put on a General Hold – usually in situations where the case is outdated/old, considered not currently eligible for return for work (i.e. "Future Medical"), or where the claimant may no longer be an employee.

When a case is closed, Boomerang will remove it from the Claims Shortcut List and put it in the Closed Claims Shortcut List (Figure 34).

Figure 34: Closed Claims Shortcut List

Closed Claims Shortcut List

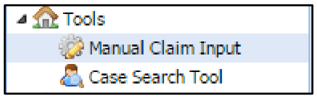
	Claim Number	Claimant Name	Department	Last Day Worked	TD Start Date	TD End Date	Release Date	RTW Start Date	RTW End Date	Claimant Status
1	135047	Pritchett, Jay	Field Delivery	06/08/2012				12/18/2013		Closed, Case Discharge
2	136305	Bell, William	Finance	10/07/2010				12/18/2013		Closed, Case Discharge
3	131222	cook, harry	Sales	05/11/2014				06/30/2014		Closed, Terminated
4	132542	Rostenkowski, Bernad...	Operations	12/12/2013				12/13/2013		Closed, Permanent Res...
5	133559	Cooper, Mary	Supply Chain	11/29/2013				12/18/2013		Closed, Case Discharge
6	135767	swsw, aa	Development	12/31/2013				12/25/2013		Closed, Case Discharge
7	137101	Targaryen, Viserys	Sales	06/28/2013						Closed, On Hold
8	131902	Koothrappali, Raj	Research	12/21/2013				12/24/2013		Closed, Case Discharge
9	132964	Hofstadter, Beverly	Sales	01/11/2010						Closed, On Hold
10	136416	Monk, Adrian	Finance	12/01/2013				12/01/2013		Closed, Case Discharge
11	123123	oo, test	Development	07/30/2014						Closed, On Hold
12	132606	Farrah-Fowler, Amy	Manufacturing	07/01/2010				12/30/2012		Closed, On Hold
13	135907	Broyles, Phillip	Technical Support	08/25/2011				12/10/2013		Closed, Case Discharge
14	132359	Winkle, Leslie	Research	08/15/2013				11/13/2013		Closed, Case Discharge
15	133479	Gablehauser, Eric	Supply Chain	10/26/2013				11/02/2013		Closed, Permanent Res...
16	135627	Tucker, Cameron	Field Delivery	01/05/2013				12/17/2013		Closed, Case Discharge
17	136999	Stark, Arya	Sales	10/05/2011				11/26/2013		Closed, Case Discharge
18	132940	Kipke, Barry	Quality Assurance	12/22/2013				12/24/2013		Closed, Case Discharge
19	135505	Pritchett, Stella	Field Delivery	02/20/2014				02/21/2014		Closed, Permanent Res...
20	1979066691	Hofstadter, Leonard	Supply Chain	09/13/2012				11/15/2013		Closed, Case Discharge

The Status field will then provide the context for why the case is on the list:

- Closed, Case Discharge (return to Full Duty)
- Closed, Permanent Restriction
- Closed, On Hold

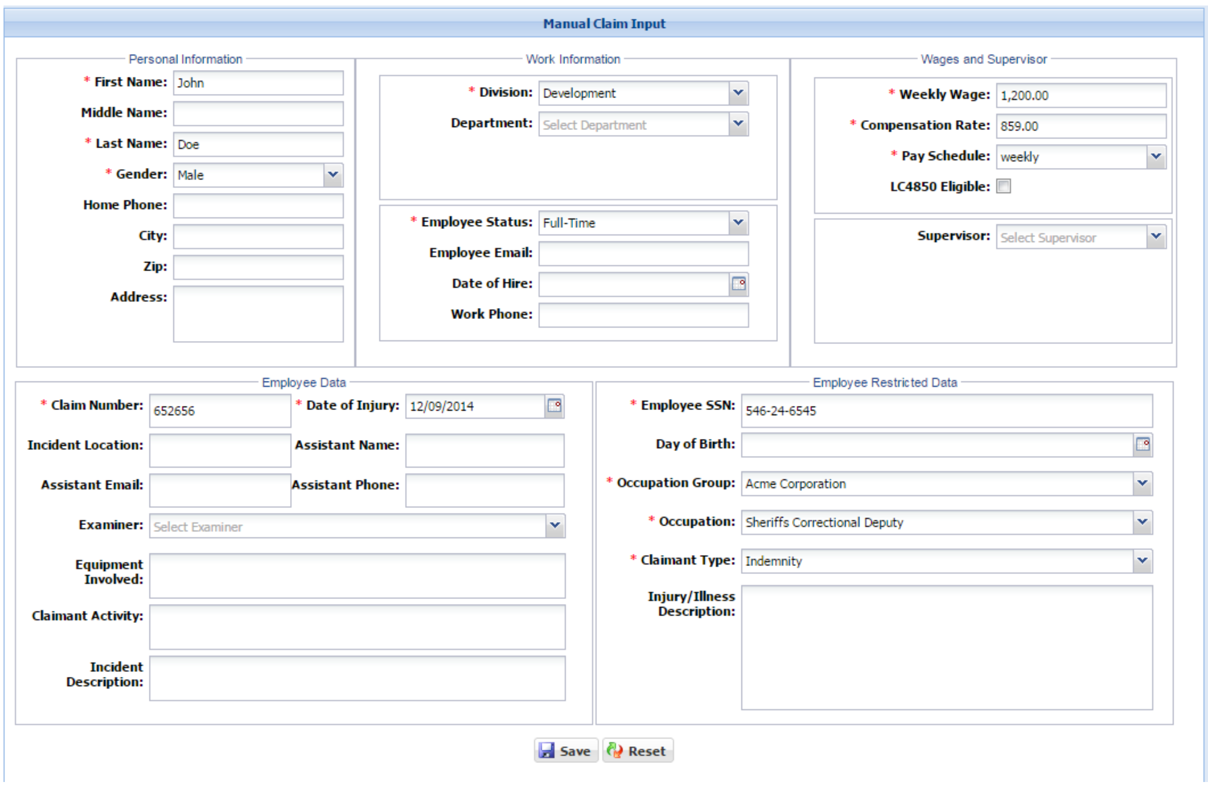
In some cases, it may be necessary to audit/investigate or re-open a case. The Closed Claims Shortcut list simplifies the task by displaying all closed cases for quick access. If you need to re-open a case, highlight it and click on the Re-open Claim button. Boomerang will then remove the case and put it back on the active Claims Shortcut List.

Tools – Manual Claim Input



Normally, Boomerang receives all active new cases via a system feed to the claims management system. However, in some cases it may be desirable to manually input a new case directly into Boomerang. This can be done through the Manual Claim Input Screen (Figure 35).

Figure 35: Manual Claim Input



The Manual Claim Input Screen organizes data into the following sections:

- Personal Information
    - First Name (mandatory)
    - Middle Name
    - Last Name (mandatory)
    - Gender (mandatory)
    - Home Phone

- City
- Zip
- Address

- Work Information
  - Division (mandatory) – dropdown menu provides choices based on your organizational structure
  - Department – dropdown menu provides choices based on the Division selected
  - Employee Status (mandatory) – Full-Time, Part-Time, Seasonal, etc.
  - Employee Email Address
  - Date of Hire
  - Work Phone
- Wages and Supervisor
  - Weekly Wage (mandatory)
  - Compensation Rate (mandatory) – also known as the Temporary Disability Rate
  - Pay Schedule (mandatory) - weekly/hourly/monthly/bi-weekly, etc
  - LC4850 Eligible
  - Employee Supervisor
- Employee Data
  - Claim Number (mandatory): A unique ID to identify the case
  - Date of Injury (mandatory) – usually from the 5020 form
  - Incident Location – usually from the 5020 form
  - Assistant Name
  - Assistant Email
  - Assistant Phone

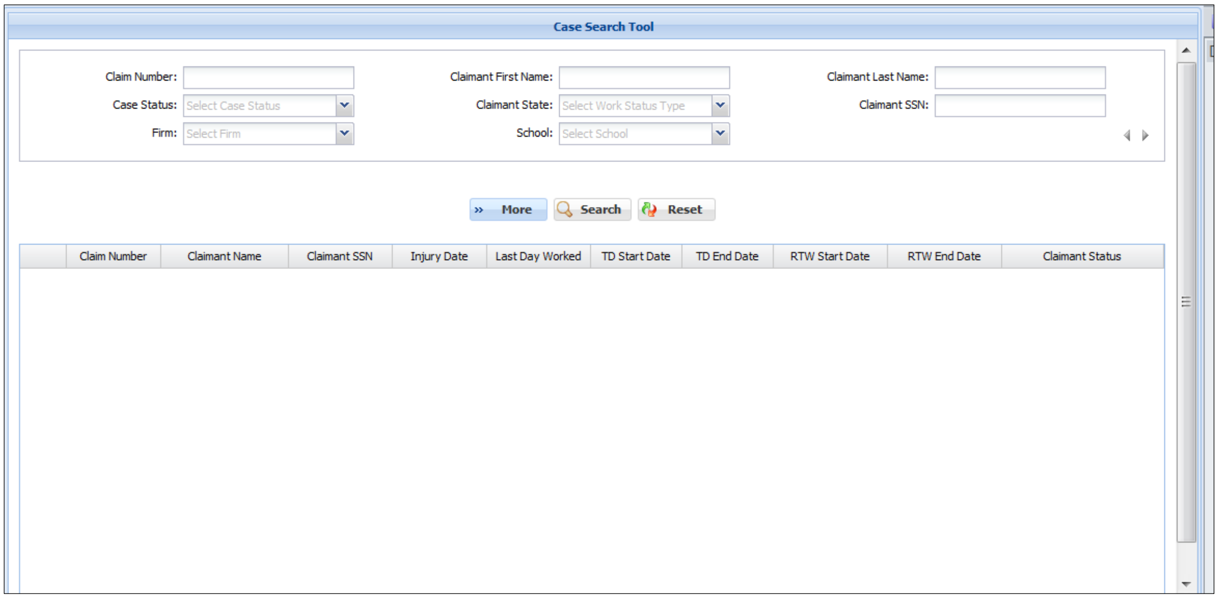
- Claim Examiner – dropdown menu populated from the Boomerang Claim Examiner list
- Equipment Involved – usually from the 5020 form
- Claimant Activity – usually from the 5020 form
- Incident Description – usually from the 5020 form

- Employee Restricted Data
  - Employee Social Security Number (mandatory)
  - Employee Date of Birth
  - Occupation Group (mandatory) – prepopulated with your organization name
  - Occupation (mandatory) – dropdown menu is usually prepopulated with data from your claims management system
  - Claimant Type (mandatory) – Indemnity/Medical/First Aid/Incident Only, etc
  - Injury/Illness Description – usually from the 5020 form

The fields marked mandatory must be provided – the others are optional, but are useful to provide additional context information. When completed and saved, the new case will appear in the active Claims Shortcut List.

NOTE: Boomerang differentiates between manually entered claims and claims provided via a system feed through a Source field that it adds to all cases. If manually added, the Source field is labelled as "Manually Input". If via a system feed, the Source field is labelled as "System Feed".

Tools – Case Search Tool



The Case Search Tool provides an easy way to quickly find specific records using a variety of criteria. The initial searchable fields include:

- Claim Number
- Claimant First Name
- Claimant Last Name
- Case Status – drop down menu with the following values
    - Open – only cases that are still active
    - Close – only cases that have been closed
    - All – all cases regardless of status
- Claimant Status – drop down menu with the following values:
    - Pending, Initial
    - Pending
    - Temporary Disability

- Modified Duty
- Full Duty
- Terminated
- Case Discharge
- Permanent Restriction
- On Hold
- Off Work

- Claimant SSN (Social Security Number)

Boomerang will also display the first two levels of your organizational structure (i.e. division, department), with drop menus to select organizational units. If your organization tree has even more levels, they can be accessed using the arrow buttons to the right. Once you have selected the criteria, click on the **Search** button to execute the search. Boomerang will display the results in a table. You can then select specific records for drill-down to the Individual Claim Screen.

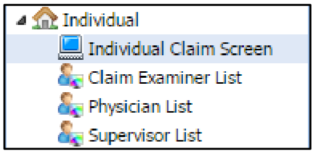
You can also search for records based on date ranges and accumulated Modified/Temporary Disability days. Click on the **More** button to reveal the date range selectors for the following:

- Injury Date
- Last Day Worked
- (Physician) Released Date
- (Modified Duty) Begin Date

The search tool also provides range selectors for Temporary Disability and Modified Duty that allow you to find cases that have accumulated a specific range of days.

NOTE: Boomerang treats multiple criteria using AND logic. For example, if you select a Case Status type of "Open" and a Claimant State of "Temporary Disability", Boomerang will look for all Cases that are "Open" AND have a Claimant State of "Temporary Disability".

Individual – Individual Claim Screen



The Individual Claim Screen contains the entire case file for an individual claim. Case information is logically broken out and displayed via dedicated tabs at the top of the screen, as follows:

- RTW Tracking (Case-Specific): This section tracks the actual return-to-work data for the employee, including timeframes for temporary disability, modified duty, physician release dates, and the eventual return of the employee to full duty.

- EE/Claim Data: This section contains context information on the employee, the incident/injury event, and claim information. The data is typically provided via the feed from your claims management system or Third Party Administrator (TPA).

- Appointments Data: This section contains all physician appointments scheduled by/for the employee, both upcoming and historical.

- Diary: This section contains all diary entries and task reminders created by the Boomerang user relating to the specific case, both upcoming and historical.

- Notification Distribution: This section contains all email notifications relating to the specific case, both upcoming and historical.

- Metrics: This section calculates and displays key metrics for the individual case

- Notes: This section contains all notes that relate to this specific case.

- Document: This section provides an interface to upload/download documents relating to this specific case, into Boomerang's secure cloud storage. It displays documents that are uploaded by all Boomerang users.

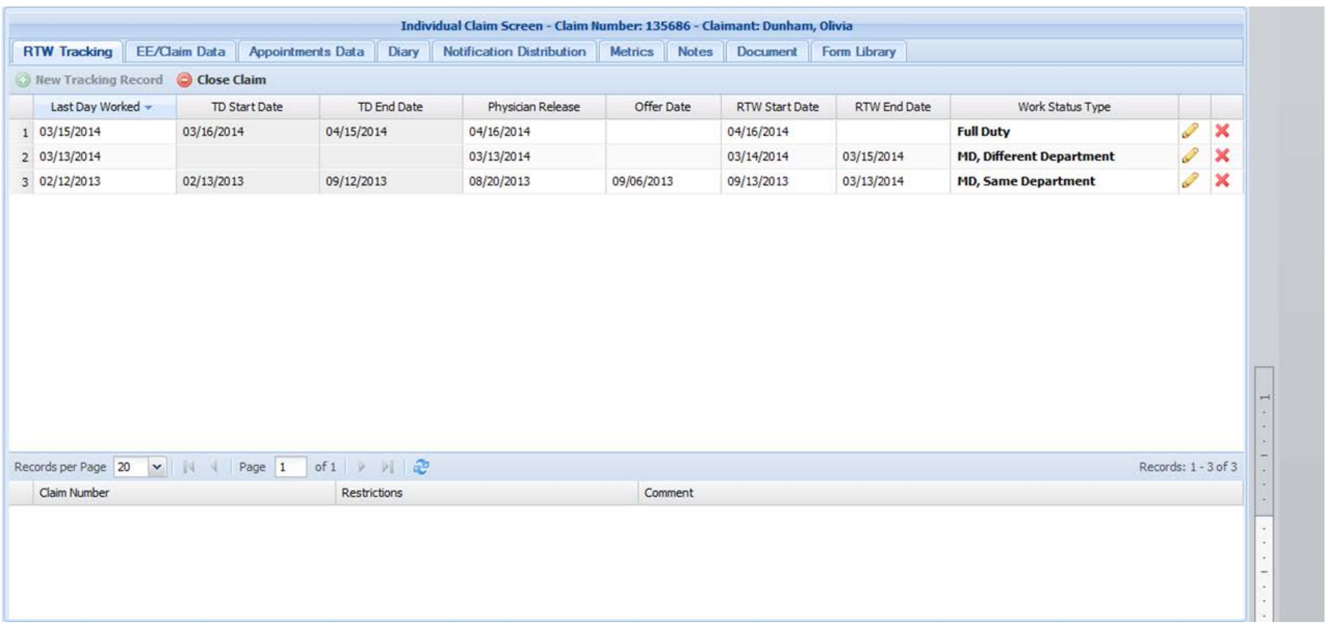
- Form Library: this section contains standardized forms used by your specific return to work program.

NOTE: When you login to your account, the Individual Claim Screen initially cannot be navigated to directly from the Navigation Menu. You must first select drill-down to the specific claim from either the Management Dashboard or the Claims Shortcut List. Once the specific claim has been selected, Boomerang will store the information during the session. You can then subsequently navigate to others part of Boomerang and return to the individual claim screen by clicking on **Individual Claim Screen** within the Navigation Menu.

Individual Claim Screen – RTW Tracking

The RTW Tracking section is the heart of Boomerang. It enables you to document and manage the entire return to work lifecycle for each case. Boomerang makes it easy – a complete Temporary Disability period and Modified Duty assignment record can be recorded with a few simple clicks of the mouse. Cases can be tracked and completely documented from temporary disability, physician visits and releases for modified duty, through to accommodation and offers for transitional work, and ultimately return to full duty.

Figure 36: Return to Tracking



Each RTW entry on the screen represents a complete Modified Duty Period or a transition to a permanent status such as Termination or Permanent & Stationary. By default, records are sorted by date, with the latest entries on top. Key fields displayed are:

- <u>Last Day Worked</u>: This identifies the latest date in which the employee worked. If it is the first entry, then the Last Day Worked is the day before the date of injury/incident.

- <u>TD Start Date/TD End Date</u>: This indicates the latest time period where the employee is/was either on temporary disability or off-work.

- <u>Physician Release Date</u>: This identifies the date in which the employee is released for some form of restricted work by their physician

- Offer Date: This identifies the date in which the employee is provided an offer for a modified duty position

- Mod Duty Start Date/Mod Duty End Date: This indicates the time period of the work position. Depending on the record type, it may be for a Modified Duty period or it may identify the date in which the employee returns to Full Duty or transitions to another permanent status (Permanent & Stationary or Termination)

- The Work Status Type field identifies the Return to Work record type. Boomerang defines the following Return to Work record types:

  - Pending, Initial – All new records begin initially with a Pending, initial type. It is the starting record for Return to Work and is a transitional record.

  - Temporary Disability – This record type is used to track a temporary disability period. It is a transitional record.

  - MD, Same Department – This record type is used to track a modified duty period in the employee's original work department.

  - MD, Different Department – This record type is used to track a modified duty period in a department other than the employee's original.

  - MD, Temporary Partial Disabilty (TPD) – This record type is used to track when the employee is back to work, but earning less than their pre-injury wage.

  - Full Duty – This record type is used to record when the employee returns to full duty

  - Termination – This record type is used to record when the employee is terminated

  - Permanent Restriction – This record type is used to record when employee status has transitioned to Permanent and Stationary

Each Work Status record type contains the necessary fields to track and provide context for the associated event. A summary of fields contained within each Work Status Type is displayed below:

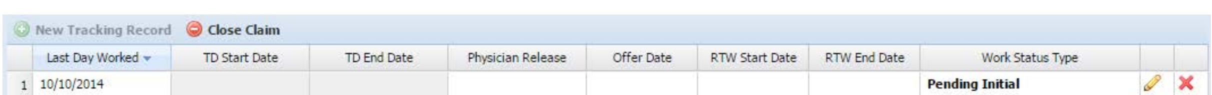
Figure 37 Field List by Work Status Type

	RTW (Return to Work) Work Status Type Records							
Fields	Pending, Initial	TD (Temporary Disability)	MD (Modified Duty), Same Department	MD (Modified Duty), Same Department	MD (Modified Duty), TPD (Temporary Partial Disability	Full Duty	Permanent Restriction	Termination
Claim Number	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)
Work Status Type	Y	Y	Y	Y	Y	Y	Y	Y
Last Day Worked	Y	Y	Y	Y	Y	Y	Y	Y
TD Start Date		Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)
TD End Date		Y	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)	Y (read-only)
Off-Work/Unpaid		Y	Y	Y	Y	Y	Y	Y
Discharge the Case						Y	Y	Y
Release Date			Y	Y	Y	Y		
Offer Date			Y	Y	Y	Y		
MD Begin Date			Y	Y	Y			
MD End Date			Y	Y	Y			
FD Start Date						Y		
FD End Date						Y		
PM Start Date							Y	
Termination Start Date								Y
Restrictions	Y	Y	Y	Y	Y	Y	Y	
Comment	Y	Y	Y	Y	Y	Y	Y	Y
TPD Amount					Y			
Hourly Rate					Y			
Modify Duty Hours					Y			
HR Notified/Engage Interactive							Y	
Interactive Completed							Y	

Each Work Status type is treated s a distinct event and record in Boomerang, with the exception of Pending, Initial and Temporary Disability. Pending, Initial and Temporary Disability record types are considered temporary states that will eventually transition to either Modified Duty/Full Duty, eventually be classified for Permanent Restriction status, or marked for Termination. When the next step for the employee is determined, the transition record is then changed to one of the other record types. When this occurs, all of the existing information from the Pending Initial/Temporary Disability record is retained and incorporated in the new record. A more detailed description of each record type is provided below.

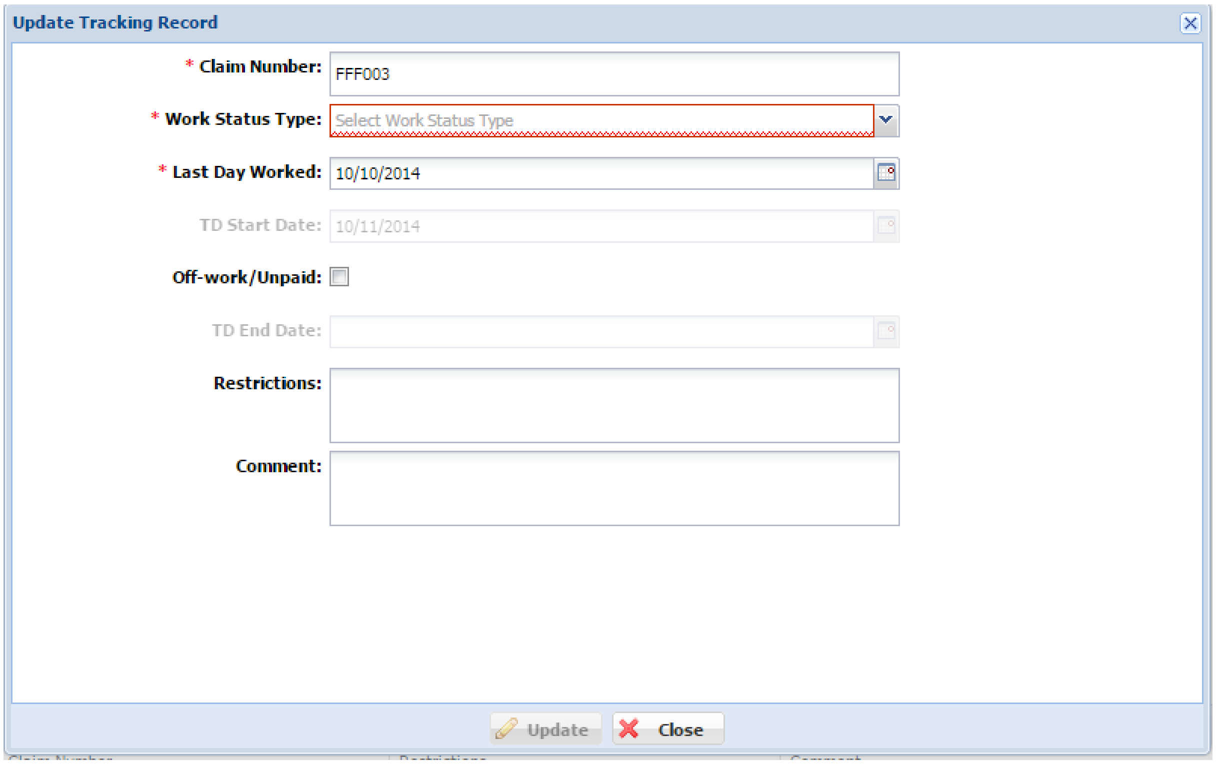
<u>Pending, Initial:</u> All cases start with a Pending, Initial record that contains just a single populated field, the Last Day Worked. The Last Day Worked is based on the original incident/injury date as provided in the initial feed from the Claims Management System.

Figure 38: Pending, Initial record



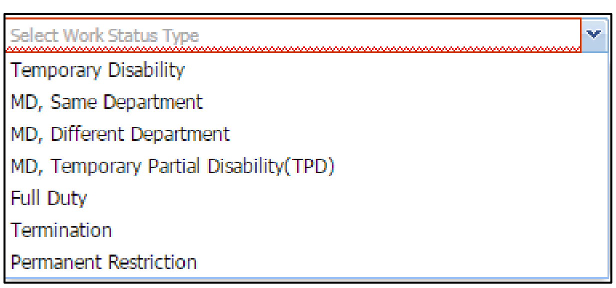
Double-clicking on the record or the associated “pencil” icon to the right brings up the following tracking record menu (Figure 40):

Figure 39: Pending, Initial Tracking Record



The Work Status Type field will be high-lighted because Pending, Initial is a transition record type - it is used to simply record the employee’s Last Day Worked date as a starting point. Once the Boomerang user determines the current state of the employee, they will click on the Work Status Type drop-down menu (Figure 41) and select the appropriate record .

Figure 40

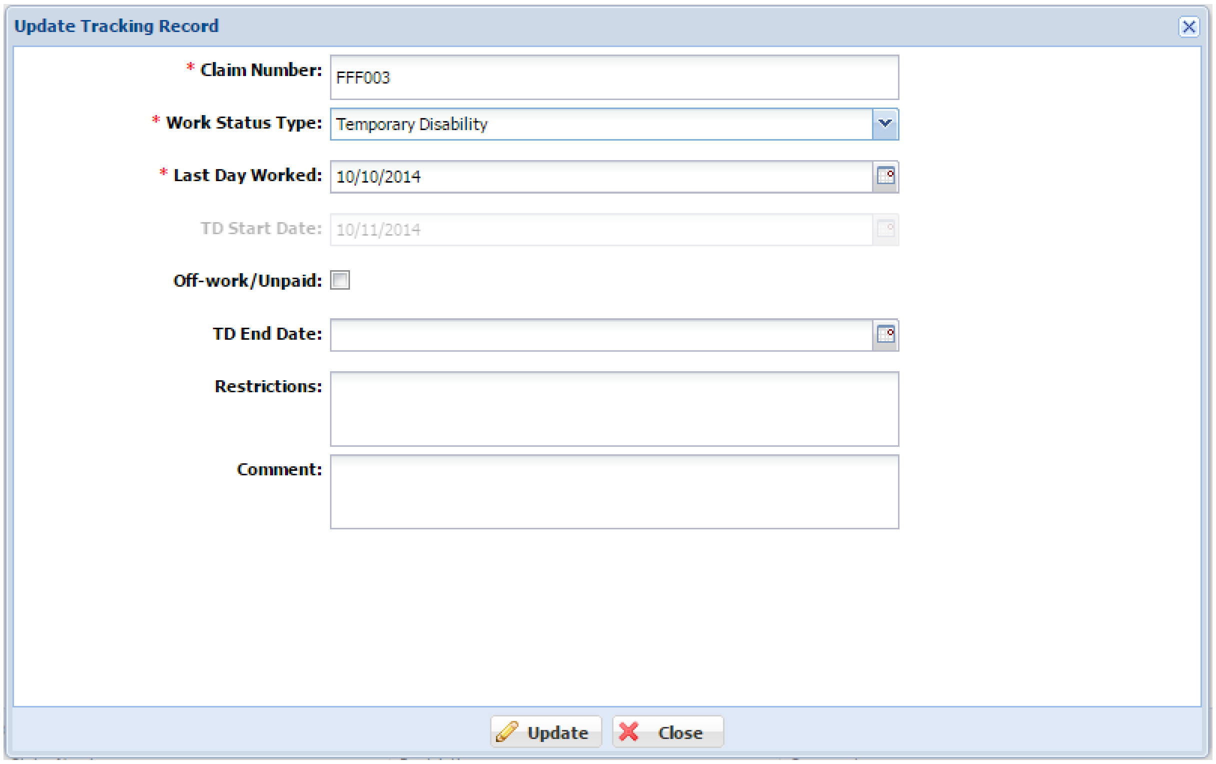


Boomerang will then change Pending Initial to the selected record type.

NOTE: A Pending Initial record can be changed to Temporary Disability record, but the reverse cannot occur**.**

Temporary Disability: This record (Figure 42) is used to tracks an interim Temporary Disability Period. Like Pending Initial, this record type is a transition record – once the employee's next step is determined, the Temporary Disability record is changed to the appropriate record type.

Figure 41: Temporary Disability Record

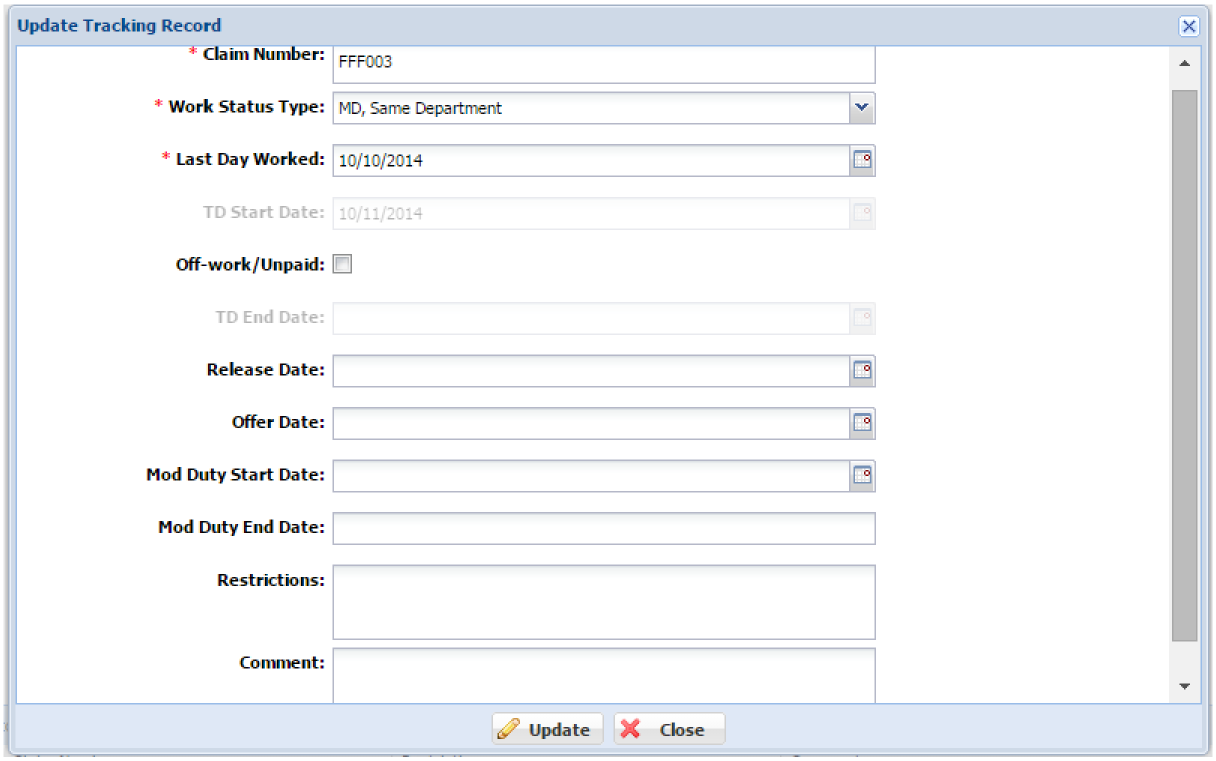


The Temporary Disability record is very easy to set-up. In many cases, you do not need to type in any fields. Boomerang will automatically fill in the Last Day Worked field based either on initial claim data feed, or from the end date of the Return to Work record (usually Modified Duty) that precedes this Temporary Disability period. Boomerang will also automatically set the Temporary Disability Start Date.

The Boomerang user next determines whether the employee is entering a Temporary Disability period or an unpaid off-work period – this is identified by the Unpaid/Off-Work checkbox. If checked, Boomerang will treat this as an Unpaid/Off-work period and will mark the employee's status during this time as "Off-Work". If unchecked, Boomerang will mark the employee's status as "Temporary Disability".

Modified Duty (Same/Different Department): Both record types are used to record a Modified Duty period, and are identical in terms of the fields required. The only difference is the label that identifies whether the Modified Duty period is in the employee's original work department, or in a different department.

Figure 42: Modified Duty record



The Modified Duty record (Figure 43) contains information on both the Modified Duty period, as well as the Temporary Disability/Off-Work period that precedes it (if there is one). If transitioning from a Temporary Disability record, Boomerang automatically fills-in the Last Day Worked, TD Start Date, TD End Date, and Off-work/Unpaid fields. **The user then only needs to provide the Modified Duty Start Date in order for Boomerang to create the record.**

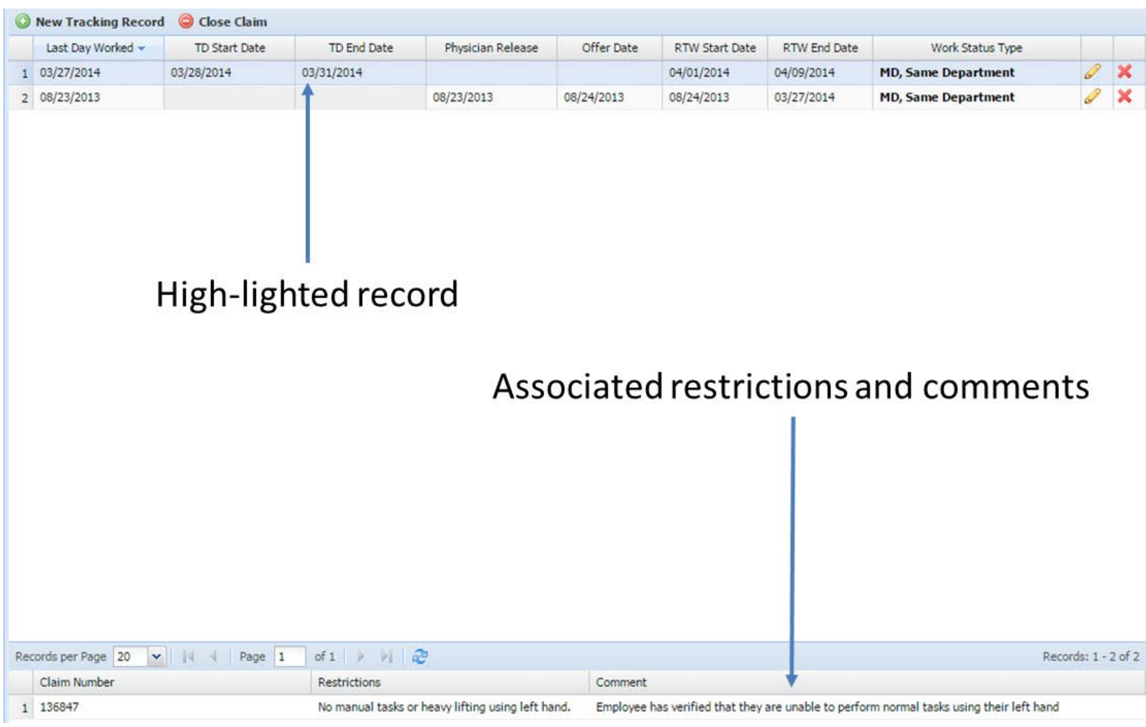
NOTE: If you change the Modified Duty Start Date, Boomerang will automatically adjust the preceding TD End Date to ensure there is no overlap or time gap. This reduces errors and dramatically simplifies situations when you need to adjust dates in a previously created record.

If no Modified Duty End Date is set, Boomerang will assume that the Modified Duty period is ongoing and will calculate the Modified Duty days from the start date up to the current date. It will also not allow any new records to be created until the user manually "completes" the record by setting the Modified Duty End Date.

The Release Date is when the physician releases the employee to some form of modified duty per restrictions set by the physician. This is an optional field, but it is highly recommended that it be filled out if available because the information is used by Boomerang to calculate the Time to Modified Duty metric. Time to Modified Duty measures the number of days it takes to place the employee in an accommodating modified duty position, starting from the release date.

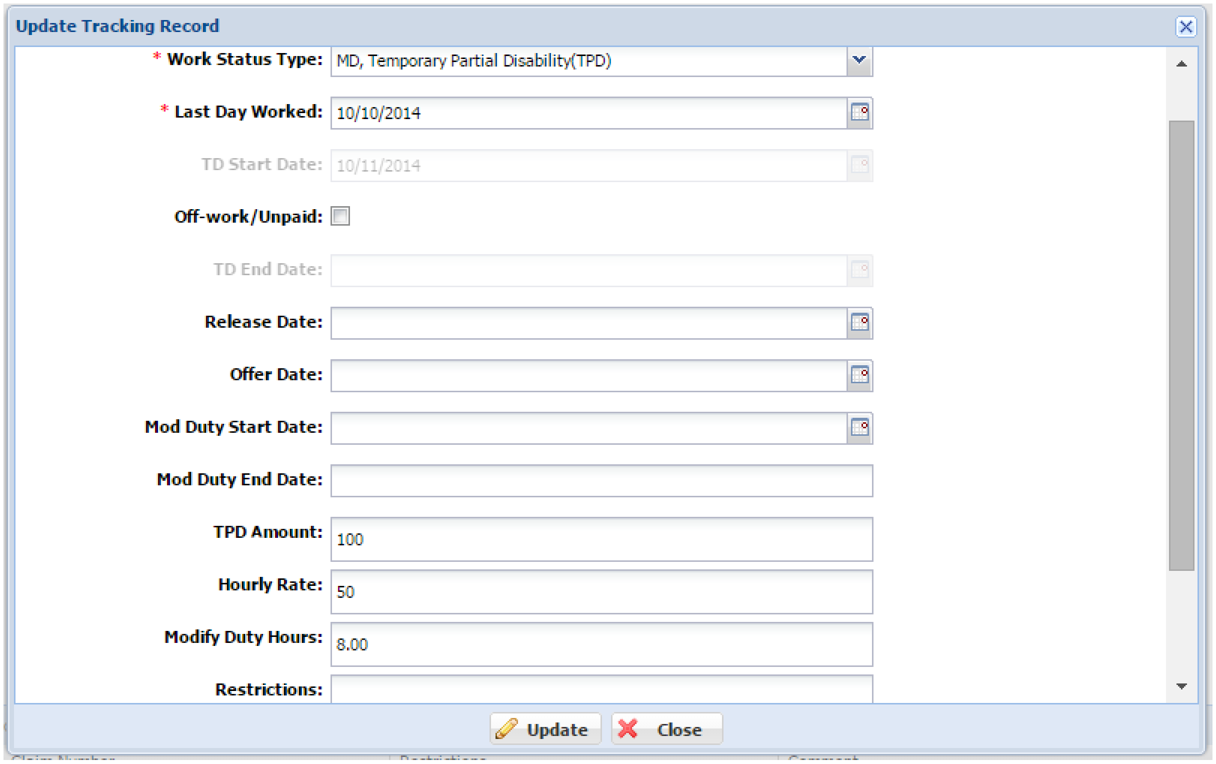
The Restrictions and Comment fields are optional – they can be used to document physician restrictions and any comments from the Boomerang user. These entries can subsequently be viewed by simply high-lighting a specific RTW record in the RTW Tracking tab. Boomerang will then display the associated restrictions and comments in a separate table below (Figure 44).

Figure 43



<u>MD, Temporary Partial Disability:</u> This record type is used specifically to help track the duration of LC4850 benefits for Modified Duty with Temporary Partial Disability (Figure 45).

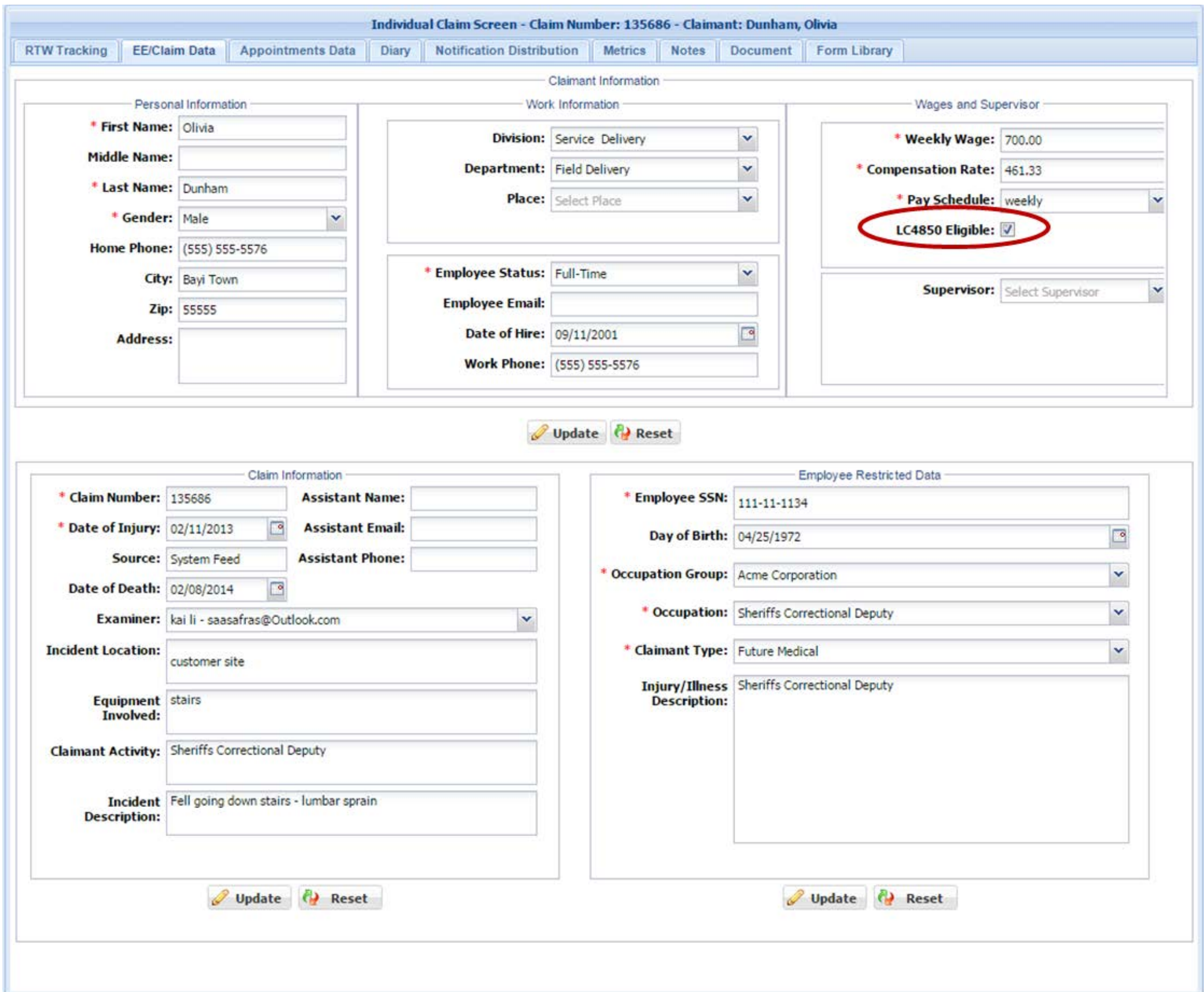
Figure 44: MD, Temporary Partial Disability Record



LC4850 is essentially a full salary continuation for up to 365 cumulative days of Temporary Disability. For normal Temporary Disability, the compensation for the employee is calculated as 2/3 x Weekly Wage. For LC4850, the compensation for the claimant is simply the Weekly Wage. This compensation is received whether the claimant is on Temporary Disability or in Modified Duty. After 365 days of Temporary Disability, if the claim is still active, it reverts to the standard Temporary Disability rates.

To utilize LC4850 tracking, the employee must be identified as being LC4850-eligible. This is done by checking the LC4850 eligible checkbox within the EE/Claim Data tab of the Individual Claim Screen (Figure 46).

Figure 45



Boomerang will then treat the claim as LC4850 claim and begin counting total LC4850 temporary disability days for the claim starting from the original Last Day of Work. The count of LC4850 days is displayed on the Individual Metrics Tab of the Individual Claim Screen – Modified Duty Days DO NOT count against the 365 temporary disability days limit.

From within the RTW Tracking Section:

- For the list of RTW records, add a column for a LC4850 Flag Indicator that lets us know whether a specific RTW record was within the LC4850 period (i.e. we are calculating metrics for it using the LC4850 full wage information)

- If the Start/End Dates for the RTW record are within the 365 Total TD days counted by Boomerang, then it is flagged with the LC4850 Indicator.

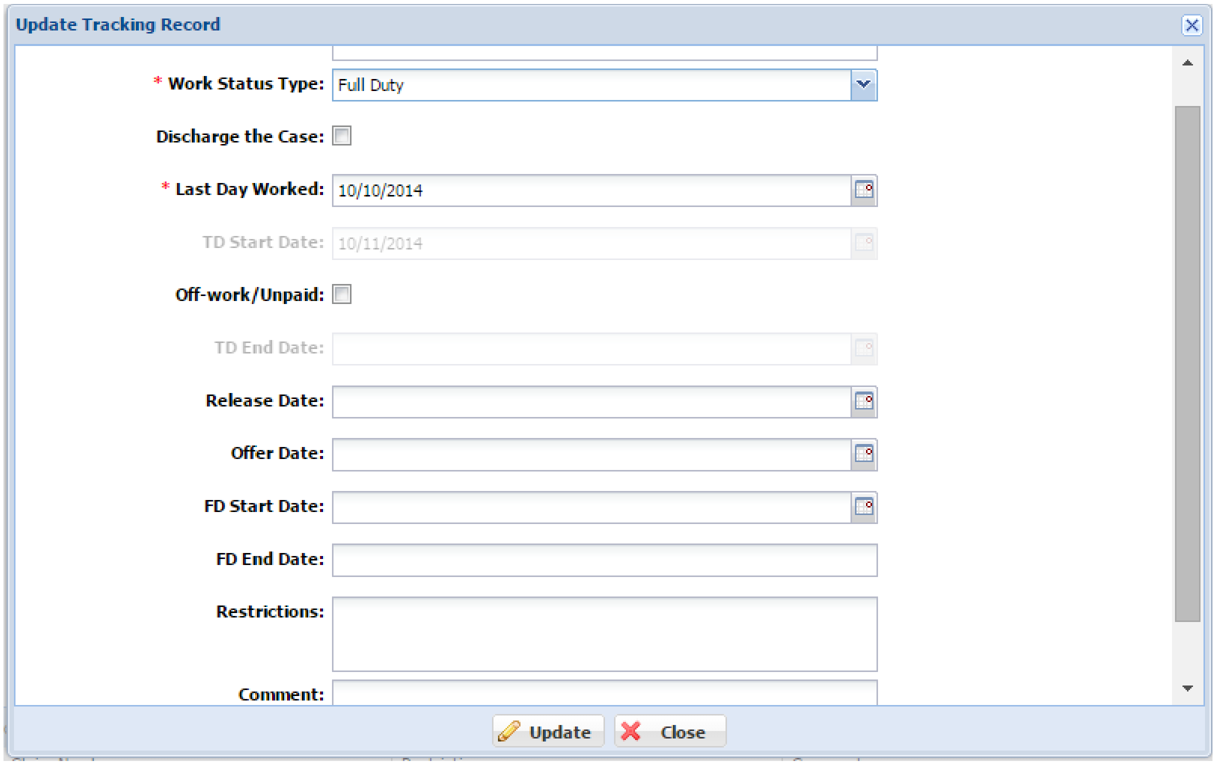
- If the Start Date of the RTW record is after the 365 Total TD days counted by Boomerang, then the LC4850 period is over and we start calculating everything using our normal methodology. These records will not display the LC4850 indicator.

- If the 365 Total TD days expires within Start/End date period of the RTW record, then we have a mixed situation. This record will display the LC4850 indicator, however the metrics calculation will be mixed – up to the 365th TD day we will use the LC4850 compensation data. After the 365th TD day, we will use the normal TD compensation data.

It is expected that Boomerang is tracking the number of LC4850 TD days for each record. Once we get past 365 total TD Days, Boomerang will recognize that the claim is no longer LC4850 and will begin treating and reporting it as a regular claim.

<u>Full Duty:</u> This record type is used to record the return of the employee to Full Duty (Figure 47).

Figure 46: Full Duty record



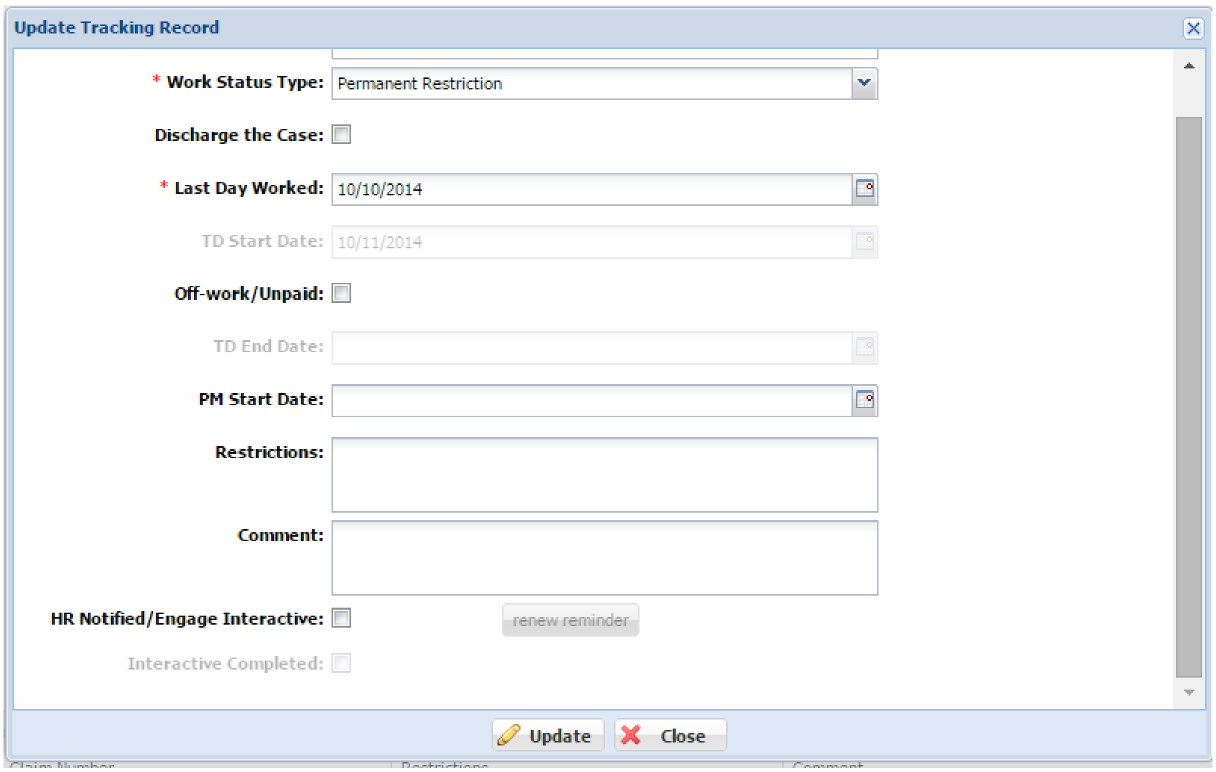
The Full Duty record includes the Temporary Disability/Off-Work period that precedes it (if there is one). If transitioning from a Temporary Disability record, Boomerang automatically fills-in the Last Day Worked, TD Start Date, TD End Date, and Off-work/Unpaid fields. **The user then only needs to provide the Full Duty Start Date in order for Boomerang to create the record**.

By default, Boomerang will not automatically discharge (close) the case when the employee returns to Full Duty. In some situations the Boomerang user may want to first monitor the employee for a period of time to verify that the return to Full Duty is permanent. Once it is confirmed that a relapse will not occur, the case can be closed by opening the record and clicking on the Discharge the Case checkbox. When updated, Boomerang will then remove the case from the Claims Shortcut List and place it in the Closed Claims Shortcut List.

The Release Date, Offer Date, Restrictions, and Comment fields are optional – they do not have to be completed but can help provide additional context information if needed. In the vast majority of situations, the FD End Date field is left blank. It is only used if the employee subsequently relapses and the case needs to be re-opened. In this situation, the end of the Full Duty period needs to be identified to mark the transition of the employee back to Temporary Disability or some other Work Status.

<u>Permanent Restriction:</u> This is used to record the situation where the employee has reached maximum medical improvement with a lasting disability that may result in reduced earning capacity. Examples include Permanent and Stationary or Maximum Medical Improvement status (Figure 48).

Figure 47: Permanent Restriction record



The Permanent Restriction record includes the Temporary Disability/Off-Work period that precedes it (if there is one). If transitioning from a Temporary Disability record, Boomerang automatically fills-in the Last Day Worked, TD Start Date, TD End Date, and Off-work/Unpaid fields. **The user then only needs to provide the Permanent Restriction Start Date and set the Discharge Case checkbox in order for Boomerang to create the record and close the claim.**

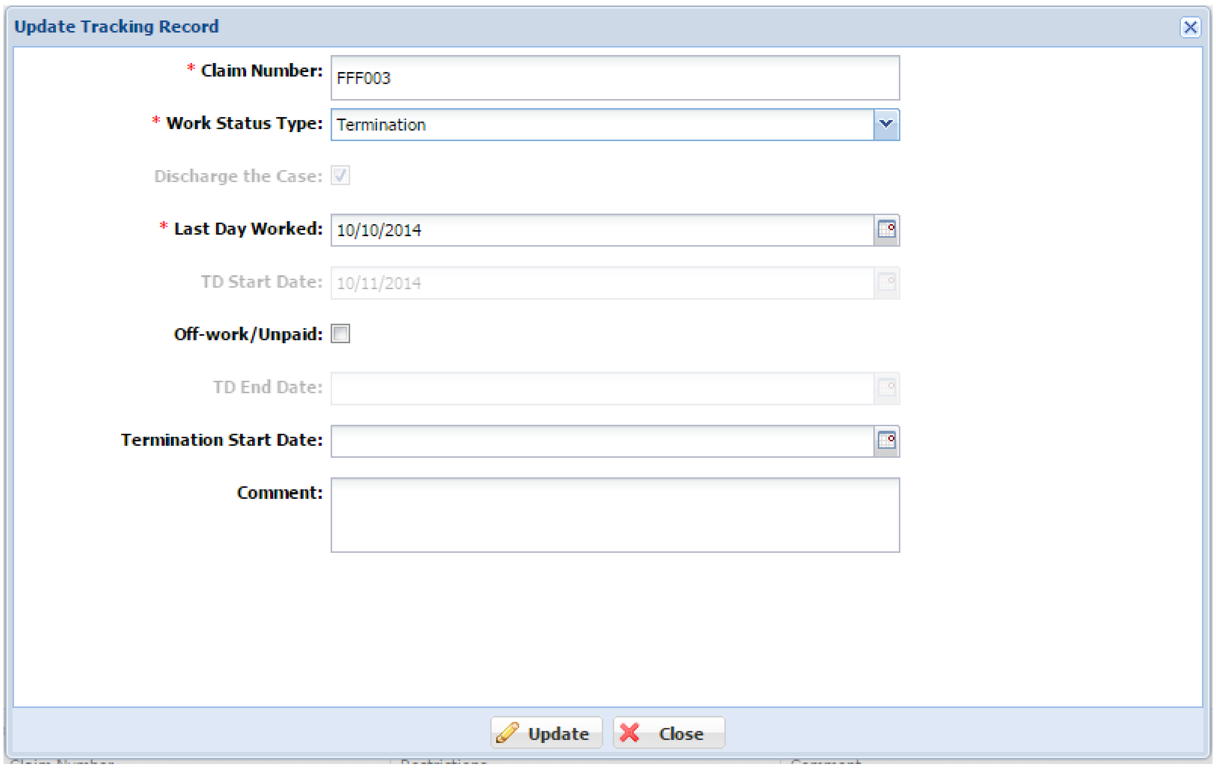
For some programs, the transition of the employee to Permanent Restriction must follow a process that includes engagement of HR to perform an ADA Interactive assessment. The Boomerang user must then follow up within two weeks to confirm that the ADA interactive has been completed before the case can be discharged. To help facilitate this process, Boomerang includes a reminder feature. If the user clicks the HR Notified/Engage Interactive checkbox, Boomerang will automatically create a diary entry with a reminder date set two weeks from the current date. The diary entry will include a message that Boomerang will send to the user via email reminding them to update the permanent restriction status for the employee.

When the user receives the diary reminder email, they will go back into the Permanent Restriction work status type record to update it. If ADA interactive has been performed by HR, they can mark the

Interactive Complete check box and close the case. Boomerang will then set the diary reminder to "Complete". If ADA interactive has NOT been performed, the user can click the **Renew Reminder** button. Boomerang will reset the existing Diary reminder entry with a new reminder date of two weeks from the current date. The above actions will continue until the user sets the "Interactive Completed" checkbox and closes the case.

Termination: This record type is used to record the termination of the employee (Figure 49).

Figure 48: Termination record



The Termination record includes the Temporary Disability/Off-Work period that precedes it (if there is one). If transitioning from a Temporary Disability record, Boomerang automatically fills-in the Last Day Worked, TD Start Date, TD End Date, and Off-work/Unpaid fields. **The user then only needs to provide the Termination Start Date in order for Boomerang to create the record and close the claim.**

Return to Work Tracking Example

Let's go through a Return to Work tracking scenario.   In this example, the employee's injury/incident occurred on 6/9/2014. The information is entered into the Third Party Administrator claims management system and classified as an Indemnity claim. It is then subsequently downloaded to Boomerang via a system feed.

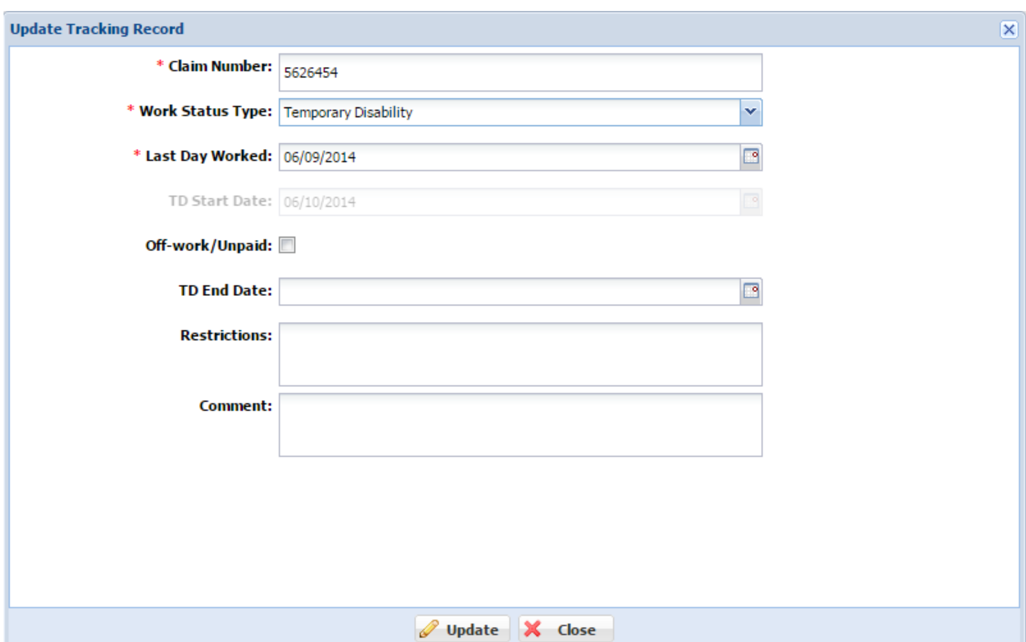
Boomerang receives the claim and marks the employee status as Pending, Initial. The Boomerang user sees the "Pending, Initial" case in the Claims Shortcut List and clicks on it drill down to the Individual Claim Screen. In the RTW Tracking screen, Boomerang displays the following initial entry:

Figure 49 Pending, Initial entry in RTW Tracking screen

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type		
1	06/09/2014							**Pending Initial**		

Upon investigation, the user determines that the employee is now on Temporary Disability, so they double-click on the entry and change the record type from Pending, Initial record to Temporary Disability (Figure 51).

Figure 50: Change Pending, Initial to Temporary Disability



Boomerang automatically sets the Temporary Disability Start Date to 6/10/2014, and changes the RTW record to show the following:

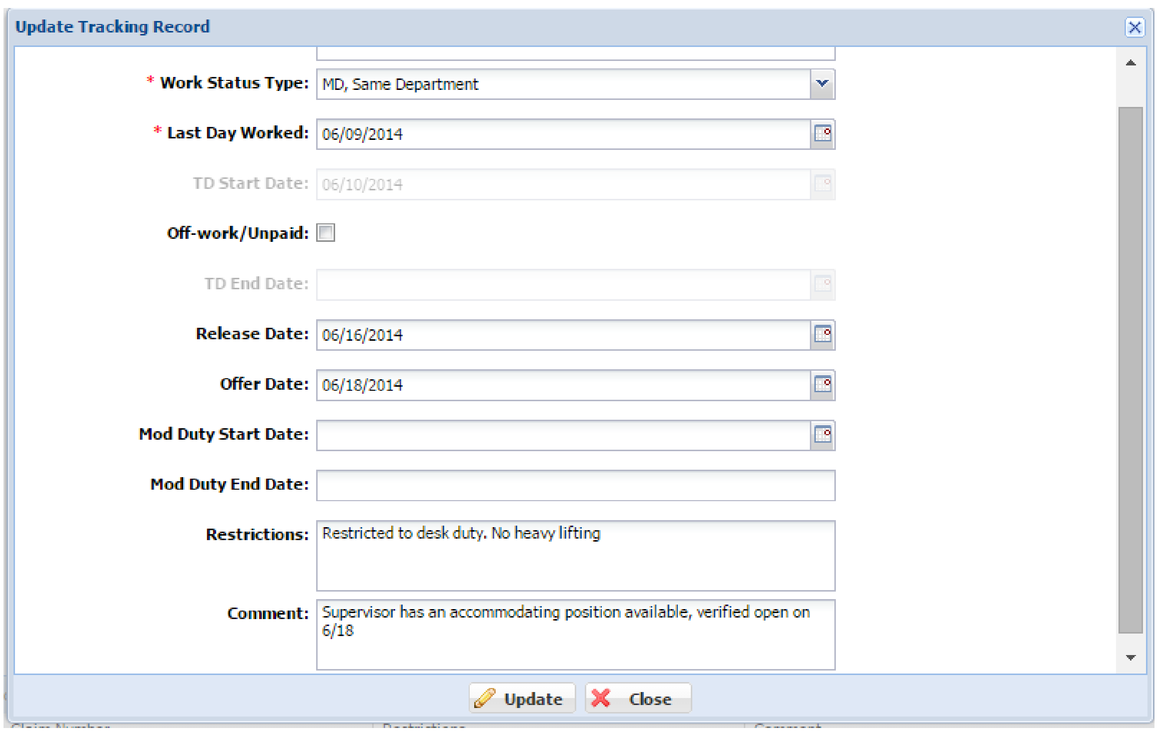
Figure 51: RTW Screen showing Pending,Initial changed to Temporary Disability

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type
1	06/09/2014	06/10/2014						**Temporary Disability**

The employee is now in a Temporary Disability state with no end date. Boomerang will begin counting Temporary Disability days starting from 6/10/2013 to the current date.

The physician then examines the employee on 6/16/2013 and determines that they can be released to modified duty if an accommodation can be found for restrictions to the employee's left hand. The Boomerang coordinator checks with the employee's supervisor and verifies that an accommodating position is available starting on 6/18/2014, and offers it to the employee. While awaiting the employee's response, the user updates the RTW tracking information with the following changes:

Figure 52: Transition Temporary Disability to Modified Duty record


Update Tracking Record

* **Work Status Type:** MD, Same Department

* **Last Day Worked:** 06/09/2014

TD Start Date: 06/10/2014

Off-work/Unpaid:

TD End Date:

Release Date: 06/16/2014

Offer Date: 06/18/2014

Mod Duty Start Date:

Mod Duty End Date:

Restrictions: Restricted to desk duty. No heavy lifting

Comment: Supervisor has an accommodating position available, verified open on 6/18

Update | Close

- Change the Work Status Record Type: Change from Temporary Disability to MD, Same Department – Boomerang automatically transfer the information from the Temporary Disability record to the Modified Duty record.

- Record the Physician Release Date: Set to 6/16/2014 – Boomerang will now begin tracking the number of days until the employee is placed in Modified Duty.

- Fill out Restrictions and Comments: This information makes it easier for the user to subsequently understand the context for the record

Boomerang now updates the RTW record as follows:

Figure 53

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type		
1	06/09/2014	06/10/2014		06/16/2014	06/18/2014			**MD, Same Department**		

	Claim Number	Restrictions	Comment
1	5626454	Restricted to desk duty. No heavy lifting	Supervisor has an accommodating position available, verified open on 6/18

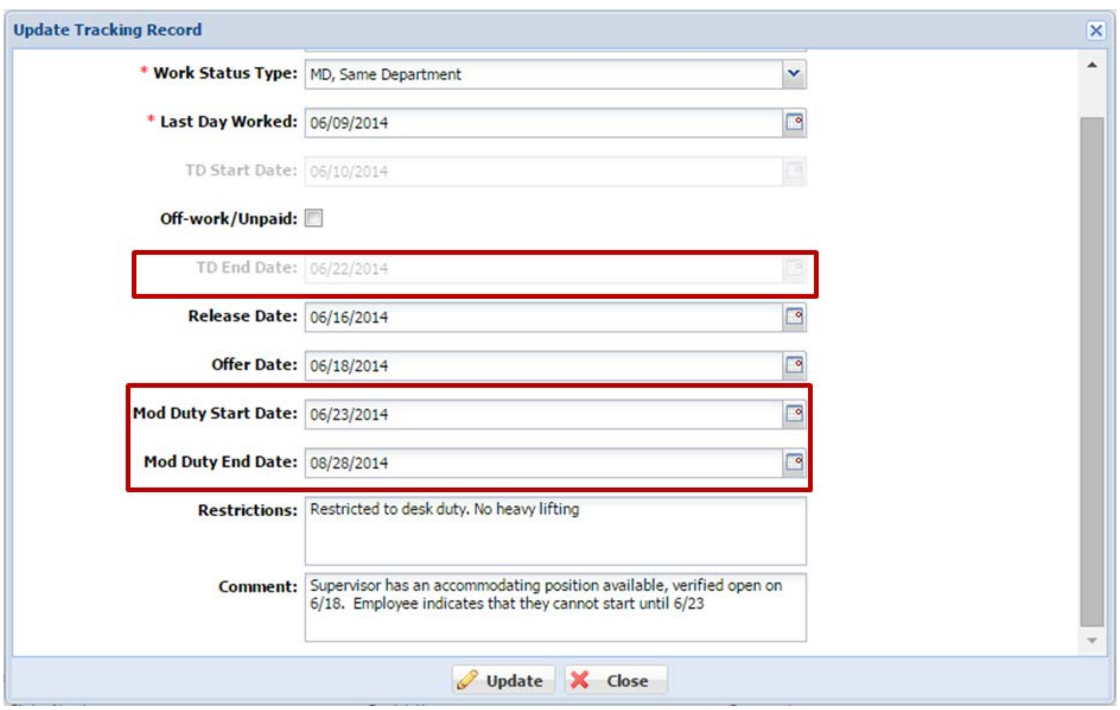
At this point, the Work Status Type shows as MD, Same Department. However, because a start date for Modified Duty has not yet been identified, Boomerang still considers the employee to be in an open-ended Temporary Disability period and will report the status of the employee as "Temporary Disability".

Subsequently, the employee confirms that they can begin work on 6/22/2014, and the supervisor tells the Boomerang user that the position is available until 8/28/2014. The Boomerang user then goes back and updates the RTW record as follows:

- Sets the Mod Duty Start Date to 6/22/2014

- Sets the Mod Duty End Date to 8/28/2014

Figure 54



Boomerang now has both the start and end dates of the Modified Duty period, so it automatically sets the End Date of the current Temporary Disability period to 6/22/2014, the day before Modified Duty is set to begin. The update RTW record now looks like below:

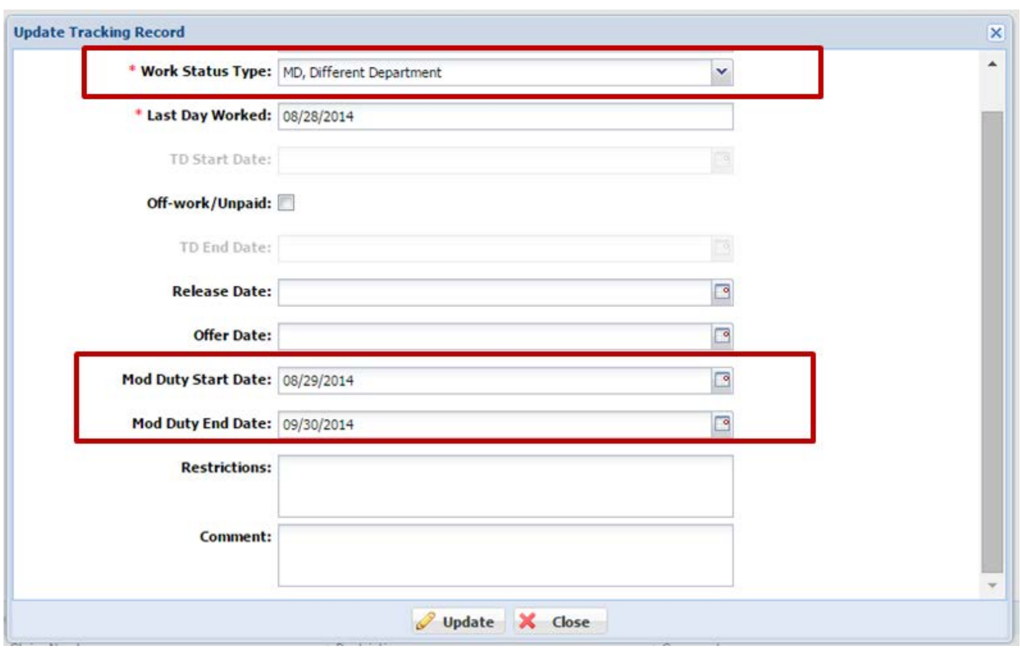
Figure 55

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type
1	06/09/2014	06/10/2014	06/22/2014	06/16/2014	06/18/2014	06/23/2014	08/28/2014	**MD, Same Department**

Boomerang will now adjust the employee status based on the information in this RTW record. From 6/9-6/22, Boomerang will track and report the employee's status as Temporary Disability. From 6/23-8/28, Boomerang will track and report the employee's status as Modified Duty. After 8/28, if there is no further information, Boomerang will report the employee's status as "Pending".

As 8/28 nears, the Boomerang user confirms with the employee's supervisor that the current position cannot be extended. However, he/she finds another accommodating position with a supervisor in a different department, which is available to start the day after (8/29) the employee ends their current position, and lasts until the end of September (9/30). The Boomerang user then creates a record for the new Modified Duty position by clicking on the New Tracking Record button and filling it out as follows:

Figure 56: New Modified Duty record



- Set Work Status Type to MD, Different Department
- Set Mod Duty Start Date to 8/29/2014

- Set Mod Duty End Date to 9/30/2014

For this new record, Boomerang automatically fills the Last Day Worked field based on the current Modified Duty end date of 8/28. The RTW tracking table now shows two distinct RTW records:

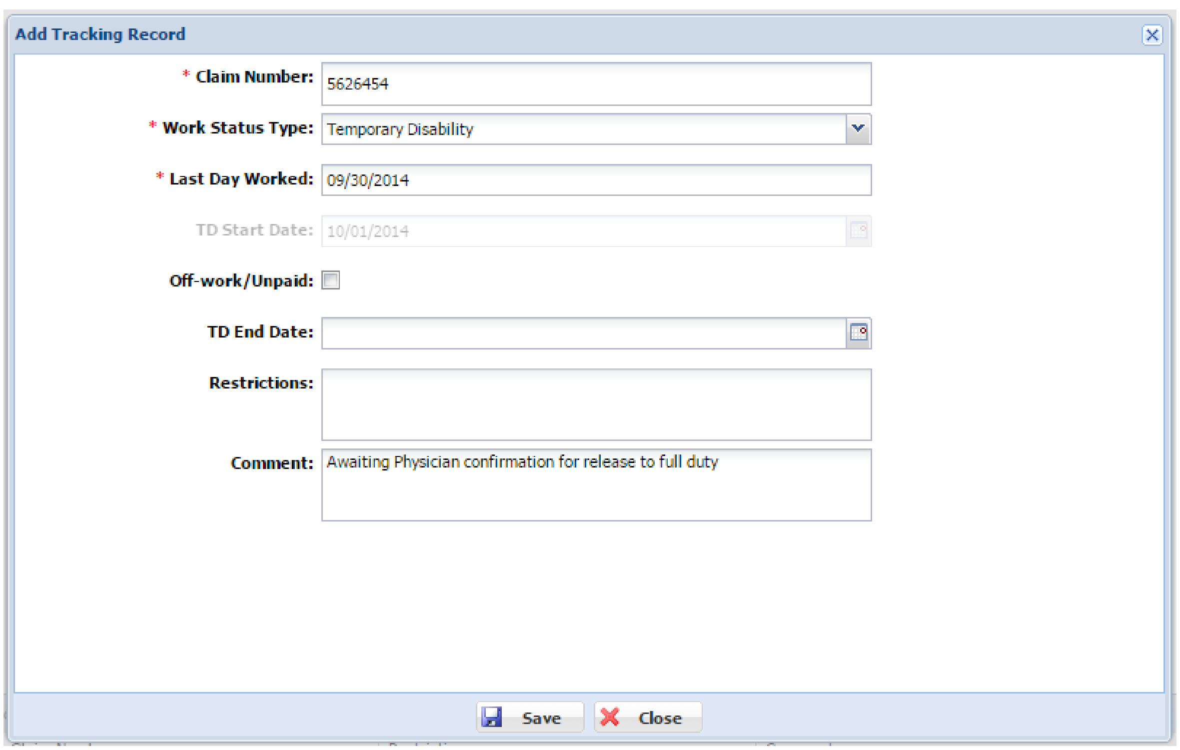
Figure 57

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type
1	08/28/2014					08/29/2014	09/30/2014	**MD, Different Department**
2	06/09/2014	06/10/2014	06/22/2014	06/16/2014	06/18/2014	06/23/2014	08/28/2014	**MD, Same Department**

Record 2 is the original Modified Duty period that ends on 8/28. Record 1 is the new Modified Duty period that begins on 8/29 and ends on 9/30. Note that because the employee transitions immediately to the new position, there is no intervening temporary disability/off-work period, so Boomerang shows it as blank.

Now, suppose the employee completes transitions to the second modified duty position as scheduled, completes it on 9/30, then goes back on Temporary Disability while awaiting a new appointment with their physician scheduled for 10/15. The Boomerang user adds a new Temporary Disability record as follows:

Figure 58: Add a new Temporary Disability record



Boomerang automatically fills most of the required fields, so the user simply adds his/her comments and updates the record.

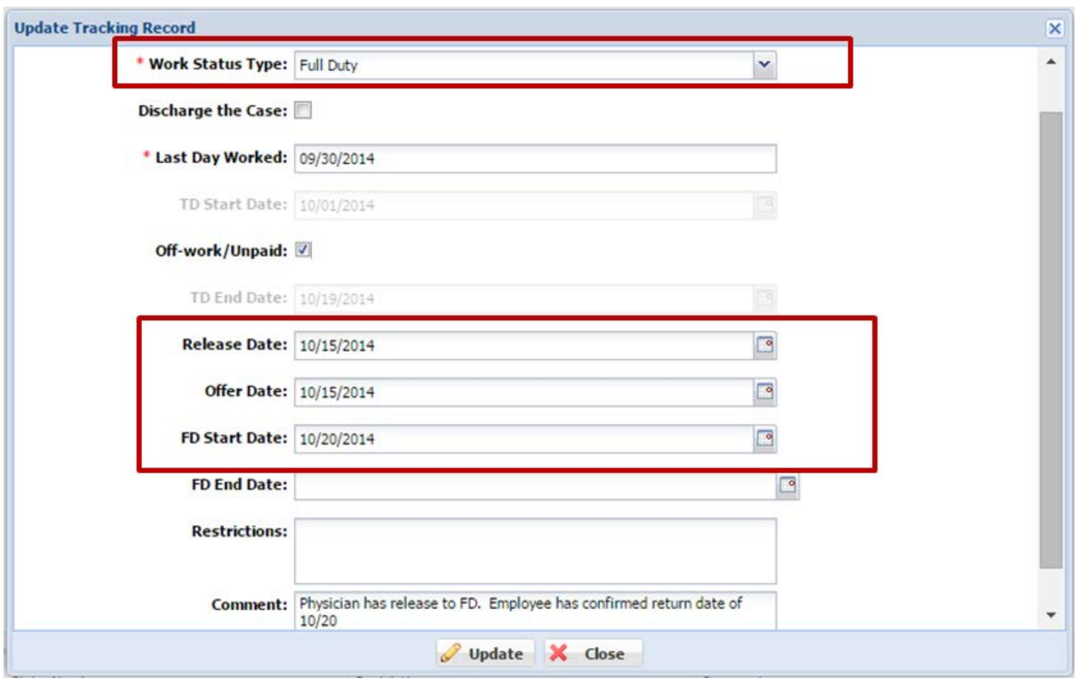
The RTW Tracking section now looks like this:

Figure 59

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type
1	09/30/2014	10/01/2014						**Temporary Disability**
2	08/28/2014					08/29/2014	09/30/2014	**MD, Different Department**
3	06/09/2014	06/10/2014	06/22/2014	06/16/2014	06/18/2014	06/23/2014	08/28/2014	**MD, Same Department**

While awaiting the appointment, the Boomerang user confirms with the employee's supervisor that the employee's original position is available immediately if the physician grants a full release. On 10/15, the physician releases the employee to full duty and the offer is made to the employee, but they are unable to return until 10/20. Because the delay is the employee's decision, the time will be considered unpaid time-off. Also, the Boomerang user wants to monitor the employee through physical therapy for a week after Full Duty begins to verify that there will not be a relapse. The Boomerang user can now change the Temporary Disability record to a Full Duty record as follows:

Figure 60: Change the Temporary Disability record to Full Duty

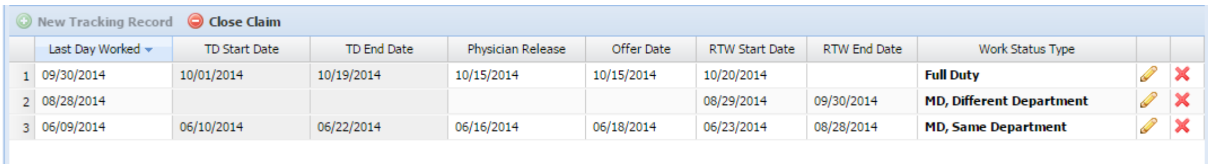


- Change Work Status Type from Temporary Disability to Full Duty
- Set Release Date to 10/15/2014
- Check the Off-work/Unpaid checkbox

- Record Offer Date of 10/15/2014
- Set Full Duty Start Date to 10/20/2014

Boomerang will now display the RTW table as follows:

Figure 61



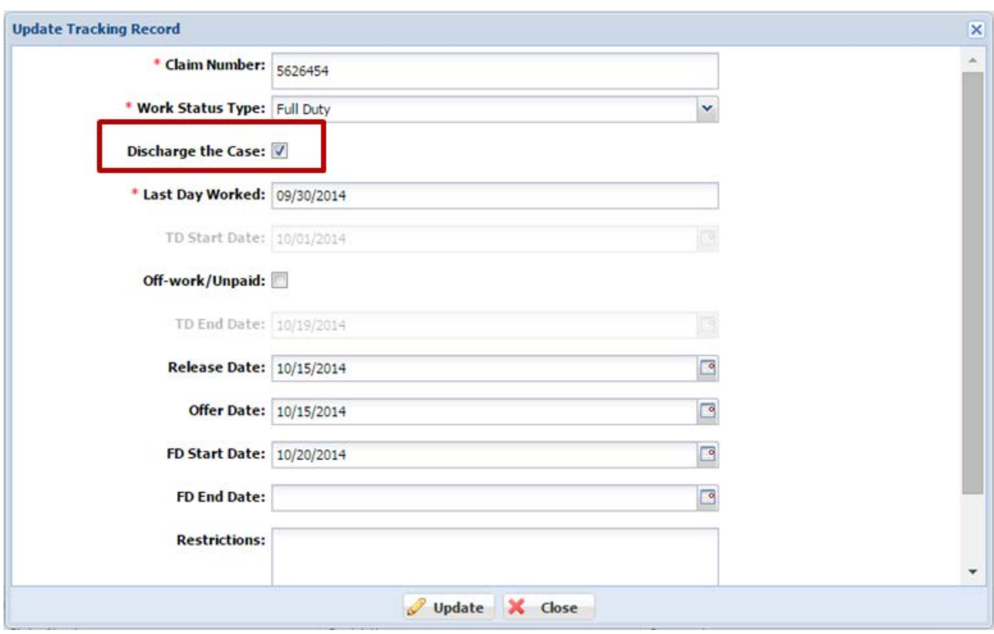
New Tracking Record | Close Claim

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type
1	09/30/2014	10/01/2014	10/19/2014	10/15/2014	10/15/2014	10/20/2014		**Full Duty**
2	08/28/2014					08/29/2014	09/30/2014	**MD, Different Department**
3	06/09/2014	06/10/2014	06/22/2014	06/16/2014	06/18/2014	06/23/2014	08/28/2014	**MD, Same Department**

Boomerang records the time period from 10/1-10/19 in the Full Duty record as Non-Paid/Time-Off. Starting 10/20, the employee status changes to Full Duty but the case is still considered open and will remain on the active Claims Shortcut List.

After a week of monitoring, the Boomerang user determines that the employee can remain in Full Duty and that the case can be closed. The user goes back to the Full Duty record and sets the Discharge the Case checkbox (Figure 63):

Figure 62



Update Tracking Record

* Claim Number: 5626454

* Work Status Type: Full Duty

Discharge the Case: ☑

* Last Day Worked: 09/30/2014

TD Start Date: 10/01/2014

Off-work/Unpaid: ☐

TD End Date: 10/19/2014

Release Date: 10/15/2014

Offer Date: 10/15/2014

FD Start Date: 10/20/2014

FD End Date:

Restrictions:

Update | Close

Boomerang now closes the claim, removes it from the active Claims Shortcut List, puts it on the Closed Case Shortcut List, and updates the RTW Tracking table as follows:

Figure 63 Claim now in Closed Claims Shortcut List

New Tracking Record Re-open Claim

	Last Day Worked	TD Start Date	TD End Date	Physician Release	Offer Date	RTW Start Date	RTW End Date	Work Status Type		
1	09/30/2014	10/01/2014	10/19/2014	10/15/2014	10/15/2014	10/20/2014		**Case Discharge**		
2	08/28/2014					08/29/2014	09/30/2014	**MD, Different Department**		
3	06/09/2014	06/10/2014	06/22/2014	06/16/2014	06/18/2014	06/23/2014	08/28/2014	**MD, Same Department**		

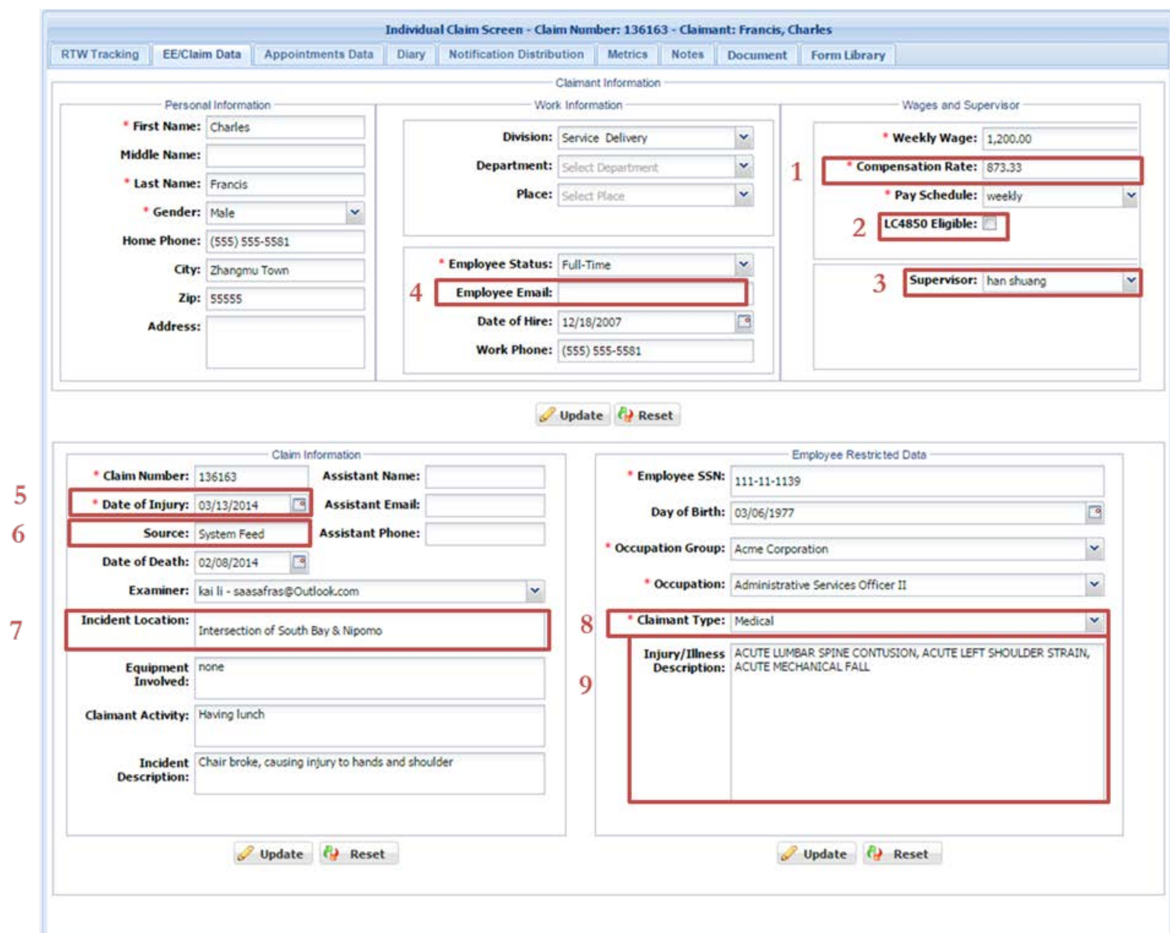
The Full Duty record now shows as Case Discharged. Since it is now closed, Boomerang grays out the New Tracking Record button to prevent any new changes/additions to the table. It also enables the Re-open Claim button in case there is a need in the future to re-open the case.

Individual Claim Screen – EE/Claim Data

Boomerang is typically configured with a regular system feed of new cases from your Claims Management System. The case data contained in the feed is displayed in the EE/Claim Data screen (Figure 65), and organized into the following groupings:

- Claimant Information
    - Personal Information
    - Work Information
    - Wages and Supervisor
- Claim Information
- Employee Restricted Data

Figure 64: EE/Claim Data Screen



The data in each of these sections can be separately changed and saved. However, the data feed between the Claims Management System and Boomerang is one-way. Case information that has been changed in Boomerang will not automatically update the original case file in the Claims Management System. Most of the displayed information on the EE/Claim Data tab is not directly used by Boomerang – it is meant to provide you with relevant context information on the employee and the original incident/claim. However, the following fields are used by or relevant to, the operation of Boomerang (see Figure 65):

1. Compensation Rate: This is the Temporary Disability Rate used by Boomerang to calculate the savings and opportunity cost metrics

2. LC4850 Eligible: This field tells Boomerang whether the employee is LC4850 eligible – if so, Boomerang will calculate savings and opportunity cost metrics using LC4850 calculations

3. Supervisor: Boomerang provides a list to store Supervisor contact information for use in email notifications. If this field is blank, the drop-down menu will provide the Supervisor list to view and select the correct supervisor.

4. Employee Email: The Boomerang Physician Appointment feature includes an option to send an email reminder to the employee of their upcoming appointment. The email address comes from this field.

5. Date of Injury: This field sets the Last Day Worked value for the Pending, Initial record that Boomerang creates as the first entry in the RTW Tracking screen.

6. Source: Boomerang uses this field to differentiate whether a claim was manually entered into the system or whether it was received from the Claims Management System via a system feed. If manually entered, the Source field is marked as "Manual Input". If from Claims Management System, the Source field is marked as "System Feed".

7. Incident Location: Boomerang uses this field for OSHA reporting (field E in the OSHA Form 300).

8. Claimant Type: Boomerang uses this field to determine the features that will be available for the individual claim. For example, claims marked Indemnity will enable the RTW Tracking feature in Boomerang. However, claims marked as Incident Only or First Aid are usually not candidates for Return to Work – in these cases the RTW Tracking feature will not be available. If the RTW Tracking feature is required for a specific case, it can be enabled by changing and updating the claimant type.

9. Injury/Illness Description: Boomerang uses this field for OSHA reporting (field F in the OSHA Form 300).

Individual Claim Screen – Appointments Data

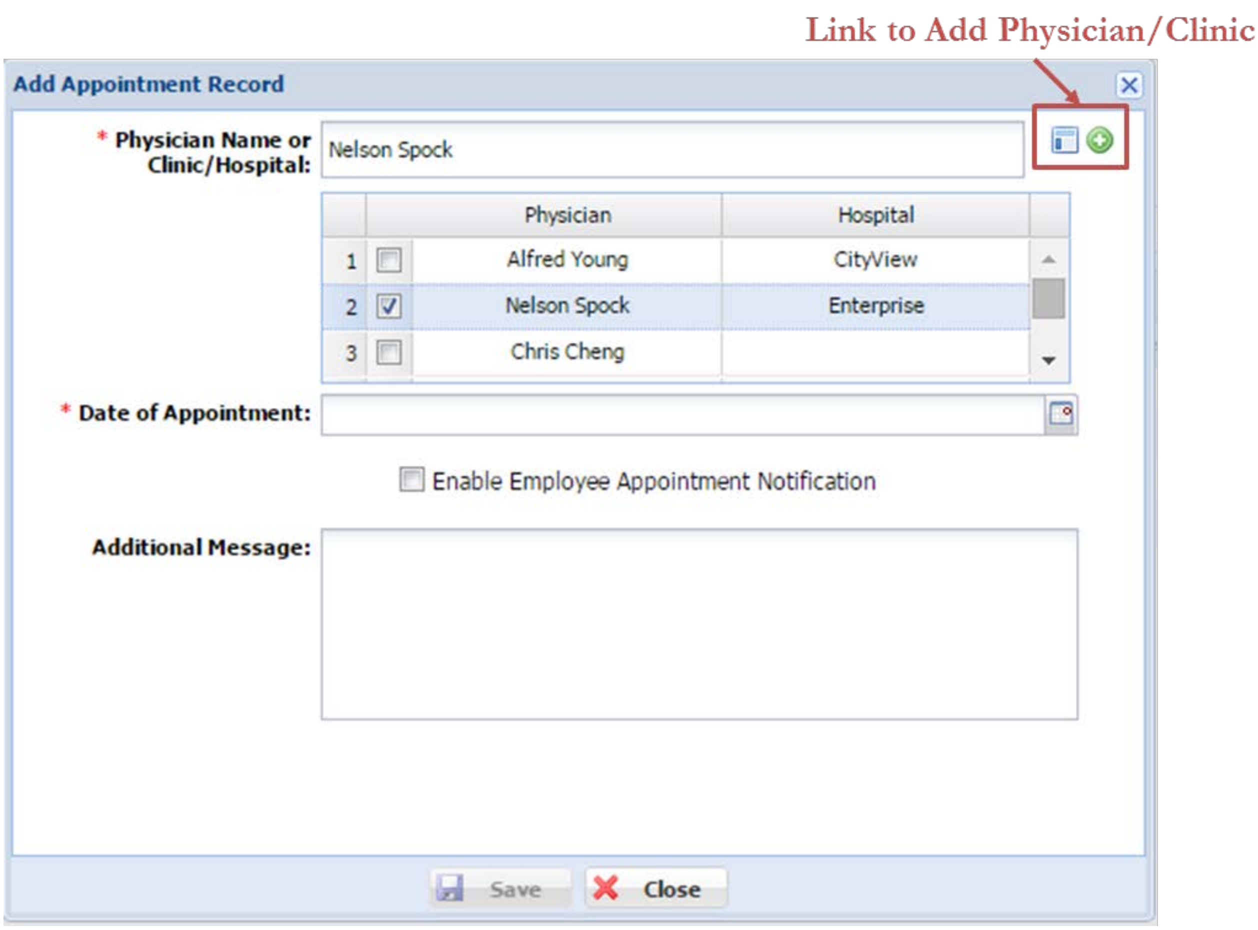
Managing an effective Return to Work program often includes defining and tracking activities around key events such as physician appointments. A significant challenge for many programs is simply to ensure that employees see their physician when scheduled. Another is to manage tasks around these appointments to request required documentation, get updates on restrictions, and to distribute information to help find available accommodating positions. Boomerang helps you to do more effectively do both.

Setting Up an Appointment Reminder

Click on the Add Appointment Record button on the top left corner of the Physician Appointments table.

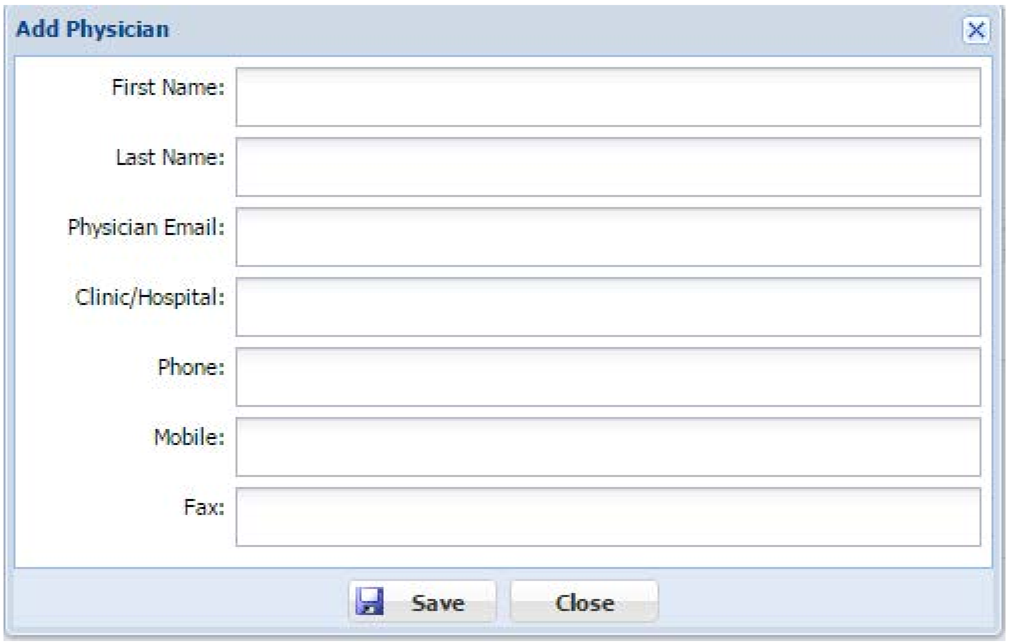
Boomerang displays the following Add Appointment Record:

Figure 65



Select the Physician or Clinic/Hospital from the drop-down list, which is populated from the Boomerang Physician Table. If the desired Physician/Clinic is not on the list, add them to both the list (for future use) and the appointment by clicking on the link to the right and adding the physician/clinic contact information.

Figure 66: Pop-up to Add Physician/Clinic Information



Next, set the date of the appointment and enter a message (if needed). At this point, if you save the appointment, Boomerang will be set to send you an email reminder on the date of the appointment with the following information:

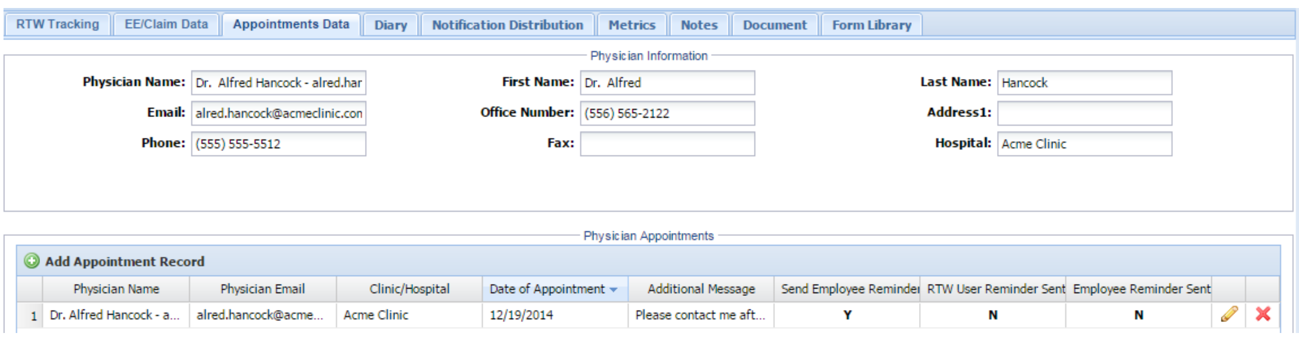
- Date of Appointment
- Name of Employee
- Name of Physician or Clinic/Hospital
- Physician/Clinic Phone Number
- Physician/Clinic Email Address
- Claim Number
- Message Contents

However, in many cases it may also be useful to send a reminder to the employee. To do so, simply check the Enable Employee Notification box. Boomerang will use the employee's email address listed in the EE/Claim Data tab – if not available, it will open pop-up for you to add it.

The completed appointment reminder is now displayed in the table (Figure 67), showing the name of clinic/physician, appointment date, and the following indicators:

- <u>Send Employee Reminder</u>: Y if the reminder is set to send to employee, N if not
- <u>RTW User Reminder Sent</u>: This is a verification flag from Boomerang that the reminder email was sent to the Boomerang user. The flag is initially set to N. Once the notification is sent, Boomerang will change it to Y.
- <u>Employee Reminder Sent</u>: This is a verification flag from Boomerang that the reminder email was sent to the employee. The flag is initially set to N. Once the notification is sent (if configured to do so), Boomerang will change it to Y.

Figure 67: Completed Physician Appointment record



Boomerang also provides detailed physician/clinic information in the Physician Information box at the top of the display. This information displayed always comes from the latest scheduled appointment record in the list.

The completed physician appointment is also displayed in the **Management Dashboard – User Diary Screen**, which consolidates scheduled diary entries, appointments, and email notifications across all active managed cases. By default, the Management Dashboard removes the appointment after it occurs, but the original appointment record in the Individual Claim Screen is retained. This provides a historical track of all physician appointments as part of the employee's case file.

Individual Claim Screen – Diary

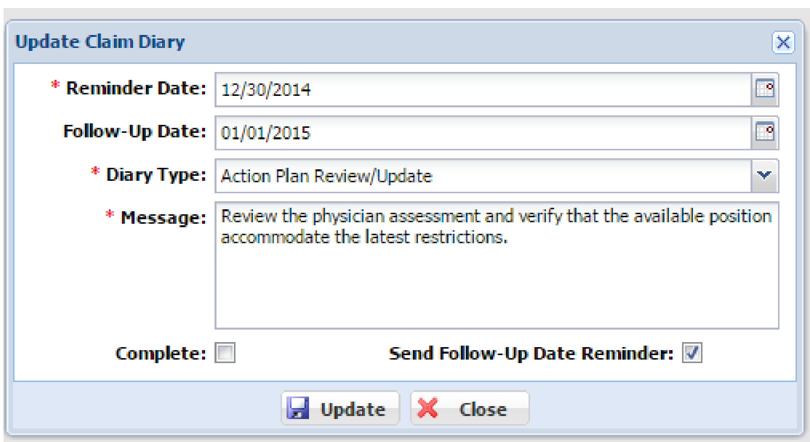
When managing multiple active cases, how does the Boomerang user organize key activities? The answer is the Diary. The Diary can be used to schedule, prioritize, and verify completion of any activity, and can be set to provide reminders and follow-ups as necessary to help you stay on track.

Setting Up an Appointment Reminder

Click on the New User Diary button on the top left corner of the Diary table.

Boomerang will display the following Add Claim Diary Pop-Up:

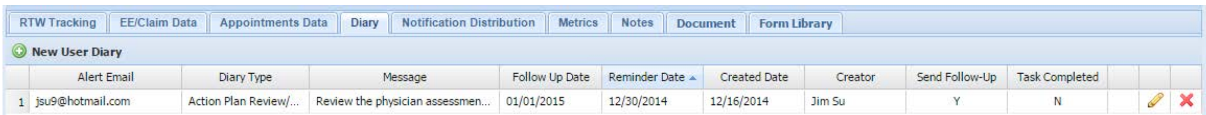
Figure 68



- Reminder Date (mandatory): Schedules the date when Boomerang sends you the initial email reminder of the Diary activity. This typically is a few days before the activity is actually due.
- Follow-Up Date (optional): This optional field allows you to set a second, follow-up date. This is often the actual due date for completion of the activity.
- Diary Type (mandatory): This field helps you categorize diary tasks by activity type for easier management
- Message (mandatory): Additional context information for the activity
- Complete: Once an activity is complete, check this box to change the status
- Send Follow-Up Date Reminder: If checked, Boomerang will also send a reminder email on the Follow-Up Date.

When complete, click on the Update button to save the record. The completed diary entry is now displayed in the table, showing the where the email reminder will be sent (Alert Email), the diary type, message contents, the reminder and follow-up dates, **and the name of the Boomerang user that created the diary entry**.

Figure 69: Completed Diary record



Diary entries are specifically associated with the Boomerang User that creates them. In large organizations it is possible to have multiple Boomerang users supporting the same set of cases. In this situation, the Diary table in the Individual Claim Screen may contain entries from multiple users. The creator field helps users find their diary entries.

Boomerang also displays the following indicators:

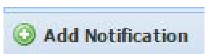
- <u>Send Follow-Up</u>: Y if the diary is set to send a follow-up email reminder, N if not
- <u>Task Completed</u>: Initially set to N when diary record is created. When task is complete (user edits record to set Complete checkbox), Boomerang will set to Y

The completed diary entry is also displayed in the Management Dashboard – User Diary Screen, which consolidates just the diary entries that have been completed by the Boomerang user across all cases that the user is managing. By default, the Management Dashboard removes a diary entry after its task is completed, but the original record is retained in the **Individual Claim Screen – Diary** table. This provides a historical track of all key activities undertaken as part of the employee's case file.

Individual Claim Screen – Notification Distribution

Active claims typically involve multiple stakeholders that need to be updated on key milestones, such as supervisors, claims examiners, physicians, and even other Boomerang users. This task is made easier with the Notification Distribution tool, which is used to schedule and automate email notifications of updates to both internal and external parties.

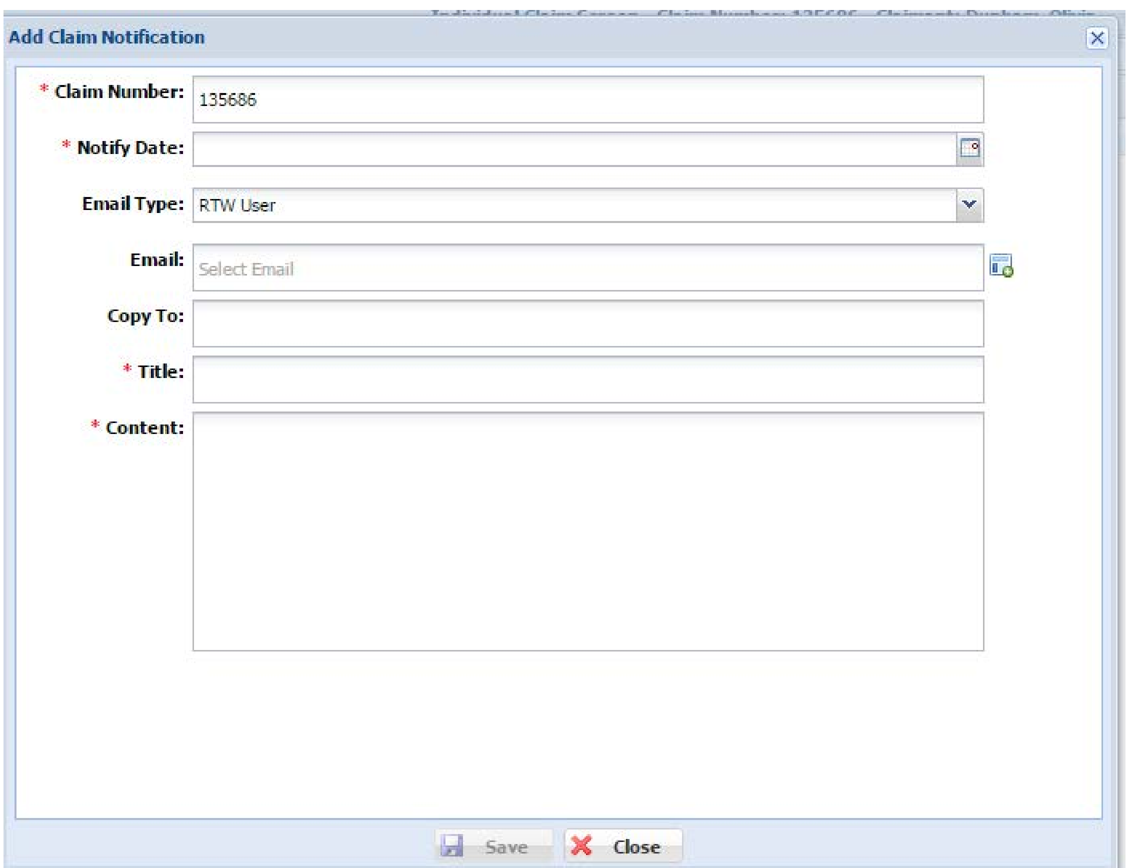
Setting Up a Notification



Click on the Add Notification button on the top left corner of the Notification table.

Boomerang displays the following Add Claim Notification Pop-Up:

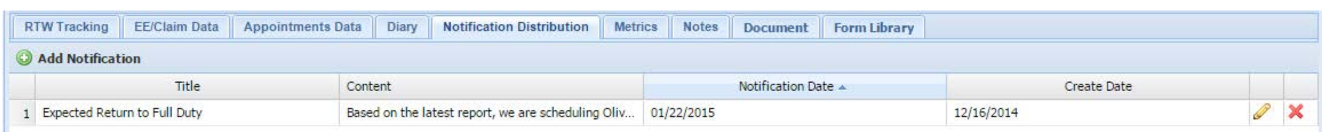
Figure 70:



- Claim Number: Auto-filled by Boomerang
- Notify Date (mandatory): Schedules the date when Boomerang sends out the email notification.
- Email Type: This dropdown selects the email list to be accessed – available Boomerang lists are RTW User, Claim Examiner, Supervisor, and Physician.
- Email: Display all available email addresses from the selected list – double clicking on an address "selects it". Multiple addresses can be added.
- Copy To: Email addresses that will be copied in on the email. These addresses are manually added.
- Title (mandatory): Subject line of the email
- Content (mandatory): Body of the email message

When complete, click on the Update button to save the record. The completed notification record is now displayed in the table, showing the notification title, the email message, the scheduled notification date, and date when notification was created.

Figure 71: Completed Email Notification record



	Title	Content	Notification Date	Create Date		
1	Expected Return to Full Duty	Based on the latest report, we are scheduling Oliv...	01/22/2015	12/16/2014		

The notification record is also displayed in the **Management Dashboard – User Diary**. By default, the Management Dashboard removes a notification entry after the notification is sent, but the original record is retained in the **Individual Claim Screen – Diary** table. This provides a historical track of all important notifications sent out as part of the employee's case file.

Individual Claim Screen – Metrics

This tab provides a real-time measure of all key metrics for the specific individual case. All calculations are based on data from the RTW Tracking Tab.

Total Temporary Disability Days:	438
Total LC4850 Days:	0
Total Modified Duty Days:	274
Total Days Doctor Release to MD Begins:	87
Total Savings:	$9,133.20
Total Opportunity Cost:	$2,899.96
Total Off-Work Days:	0

The metrics screen makes it easy to keep track of the case, or to determine the impact of changes made to the RTW Tracking tab.

Individual Claim Screen – Notes

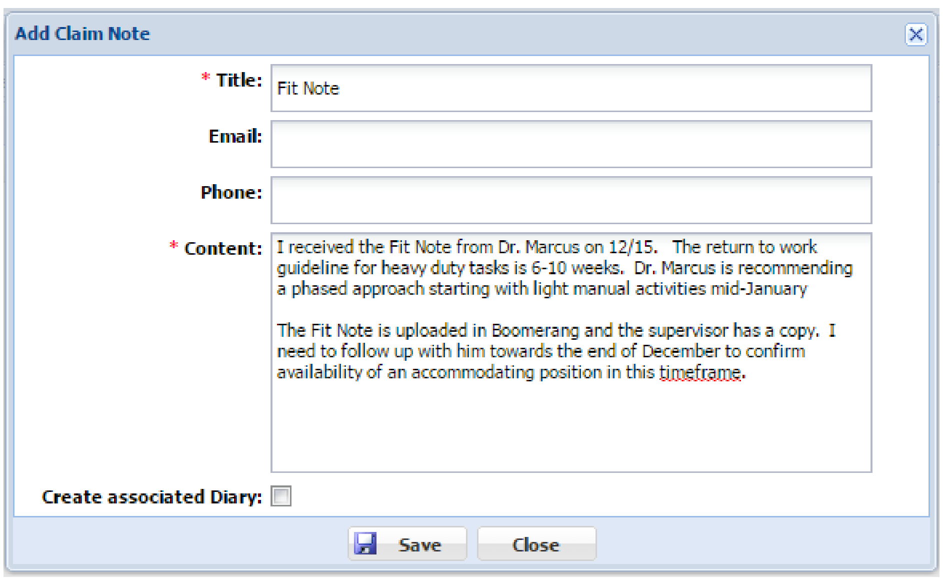
Everyone needs to jot down notes. Some people use post it notes, others use emails or notebooks. But what if you have notes for hundreds of cases, and need to have them organized for easy access? Simple – use Boomerang Notes. The Notes feature is designed for easy access, creation and organization, but with integration features to Boomerang Diary that make it very powerful.

Create a Note

Click on the Add Note button on the top left corner of the Notes table.

Boomerang will display the following Add Claim Note Pop-Up:

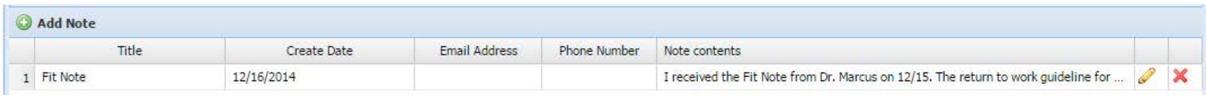
Figure 72



- Title (Mandatory): Descriptive title for your note
- Email (optional): Include an email address if the note relates to a contact
- Phone (optional): Include a phone number if the note relates to a contact
- Content (mandatory): Actual content of the note

At this point, you can save the note, which then displays in the table for easy access. To view/edit a note, simply double-click on the entry or the associated "pencil" icon to the right.

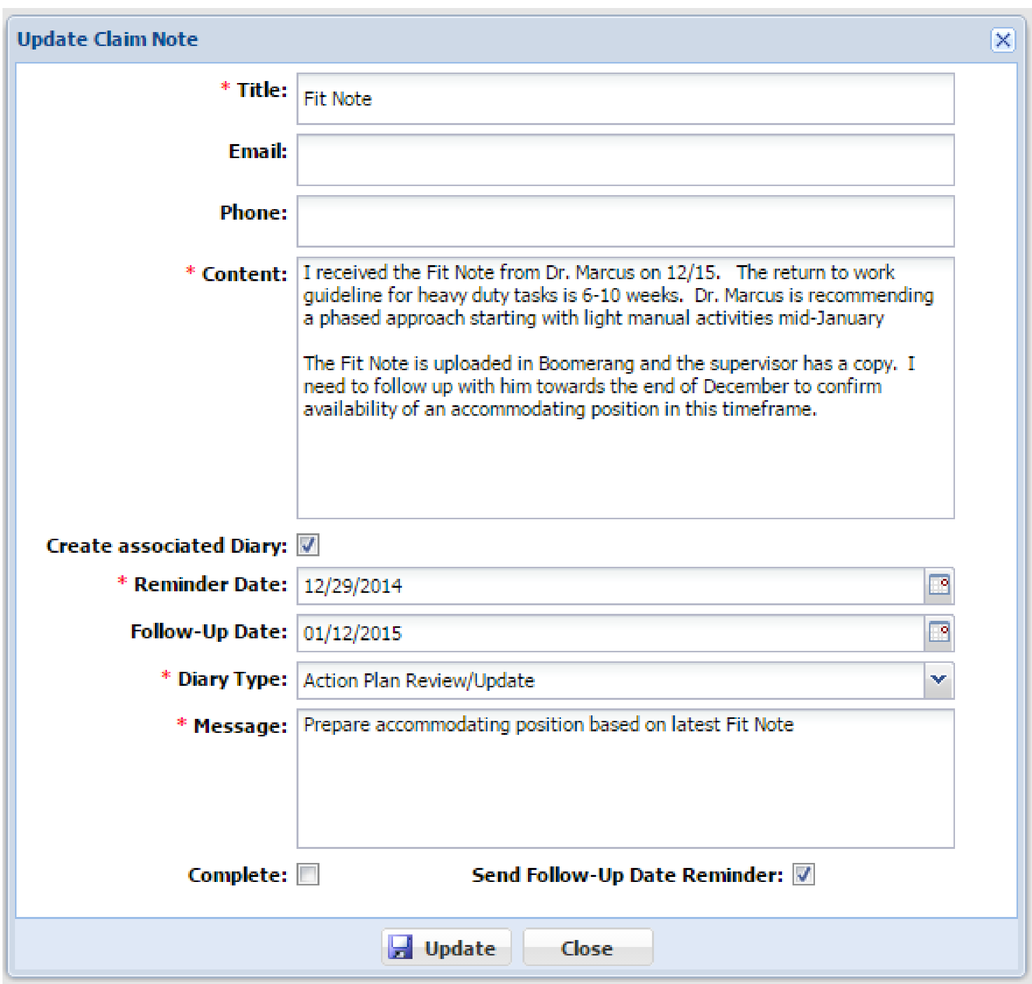
Figure 73: Completed note



But, what if I want to link the note to a diary entry so Boomerang can be used to both remind me of a key activity, and provide the information I need to complete the activity?

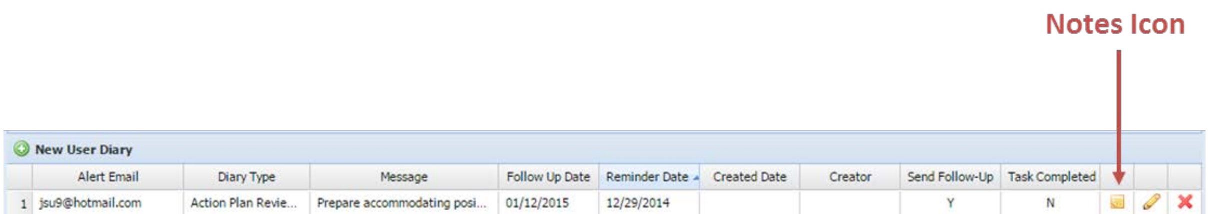
This can be achieved by going back to the note and clicking the **Create Associated Diary** checkbox. Boomerang will then expand the Notes Pop-Up to include a diary menu (Figure 75).

Figure 74: Expanded Claim Note Menu



Complete the diary entry and update the record. The note is now linked to a newly created diary entry. If we now go to the Diary tab, we see the newly created diary entry with a **Notes** icon next to it on the right.

Figure 75: Generated Diary Record with Linked Note



Clicking on the icon then brings up the associated note. This also works at the consolidated User Diary level, which makes it very powerful. When managing tasks across multiple cases, you can immediately access the note associated with the diary entry by simply clicking on the notes icon – eliminating the need to navigate to the individual claim file to find the information!

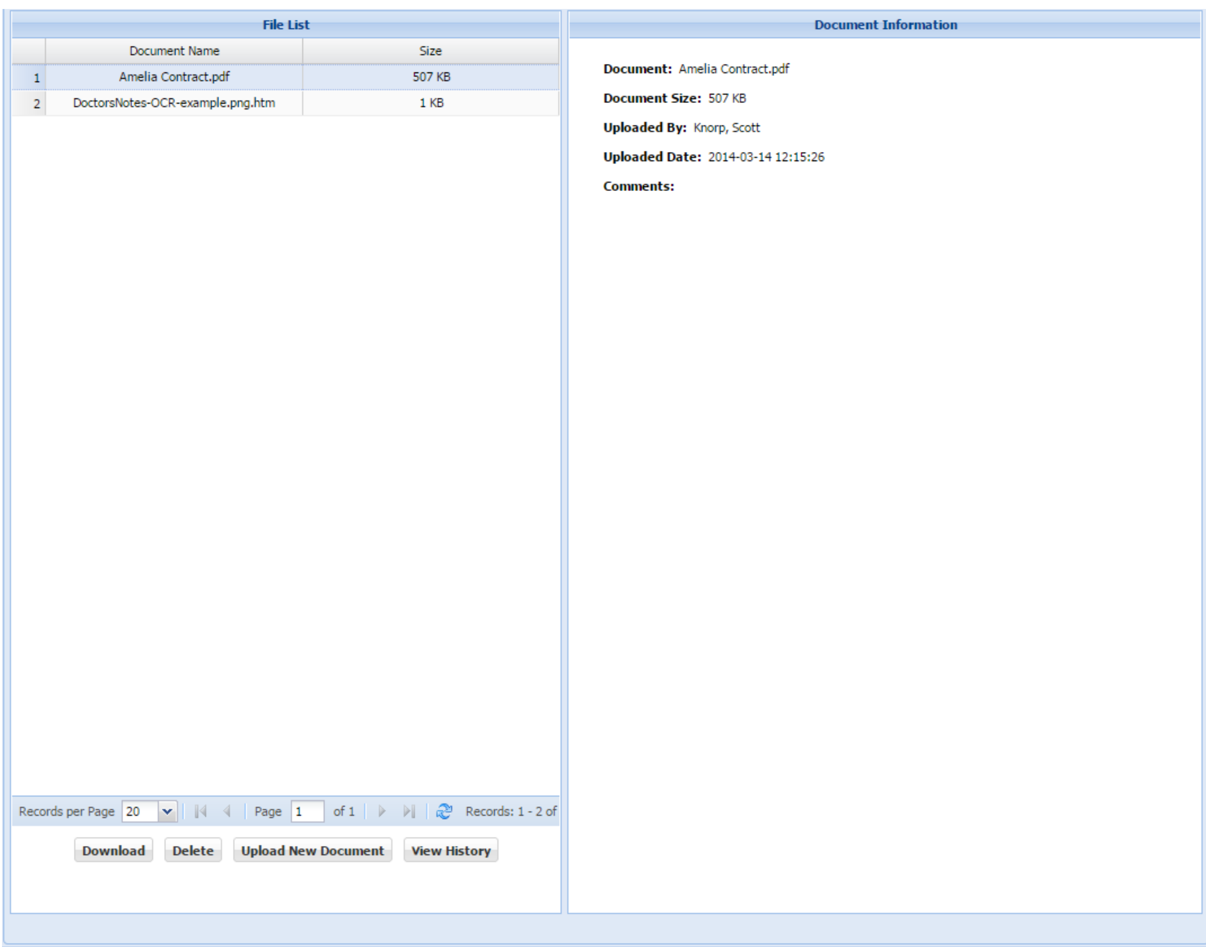
Individual Claim Screen – Document

The Document storage feature (Figure 77) enables documents and other files to be securely uploaded and stored in Boomerang's secure cloud storage. These files are organized as part of the individual case file, making it easy to access and retrieve any document relating to an individual case.

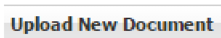
The document storage tab is organized into three sections:

- File List displays all documents already uploaded and into Boomerang, showing the name and size of each file
- Document Information shows additional information on a high-lighted file, including when it was uploaded, and identification of the Boomerang user that uploaded it
- Action buttons to download, delete, upload, or view the complete activity history of each file

Figure 76: Document Storage Screen



Upload/Download a File

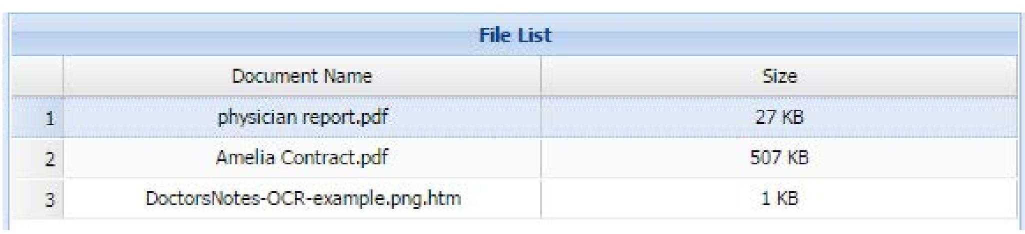


Click on the Upload New Document button on the bottom left corner of the Documents screen to bring up the following File Browser menu:

Figure 77

Click the browse button to navigate and find the desired file on your computer. If desired, enter a comment to provide context information on the file. When done, click the Upload button to begin the upload to Boomerang. Boomerang will display an upload progress bar during this operation. When complete, the File List will update to display the new file (Figure 78) and the File List and display the detailed document information.

Figure 78: File List showing newly uploaded document

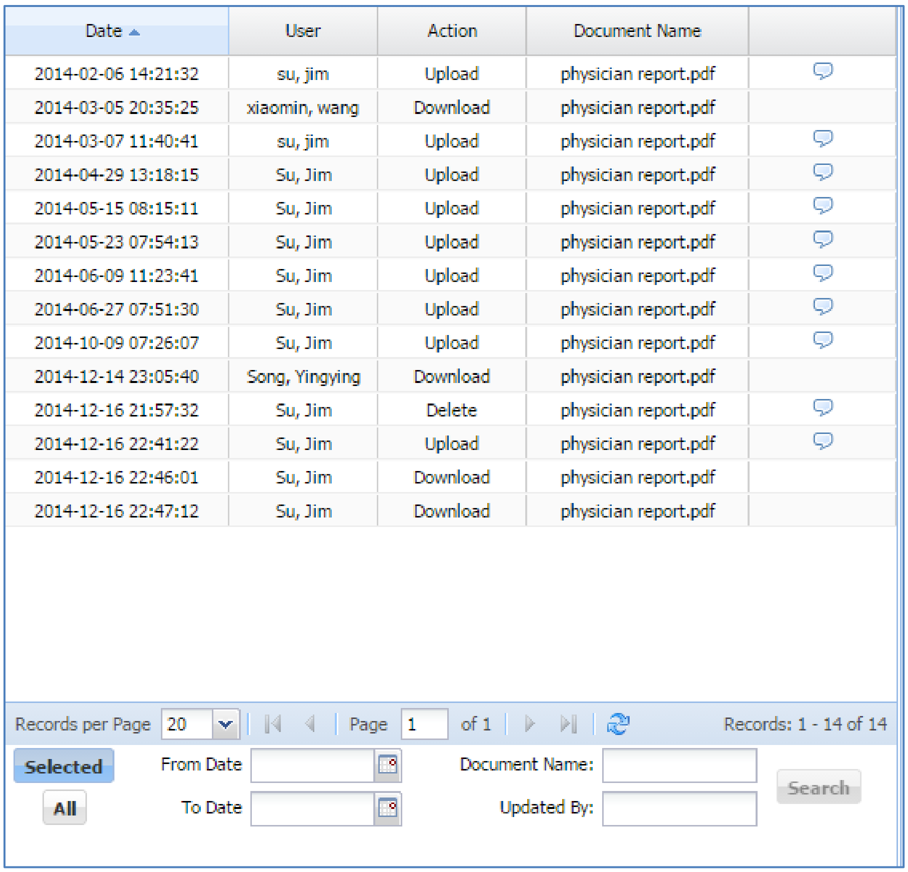

File List

	Document Name	Size
1	physician report.pdf	27 KB
2	Amelia Contract.pdf	507 KB
3	DoctorsNotes-OCR-example.png.htm	1 KB

To download a file, highlight the desired file in the File List and click the download button. Boomerang will then display a pop-up to navigate to the directory on your computer where you want to save the file. To delete a file, simply high-light the file and select the Delete button.

View History

Boomerang tracks all activities for documents uploaded into cloud storage. To view the audit trail for a specific document, highlight the file and click on the View History button. Boomerang will then display the document activity history that identifies dates, the type of activity (upload/download/deletion), and the Boomerang user responsible for the activity.



Date	User	Action	Document Name	
2014-02-06 14:21:32	su, jim	Upload	physician report.pdf	
2014-03-05 20:35:25	xiaomin, wang	Download	physician report.pdf	
2014-03-07 11:40:41	su, jim	Upload	physician report.pdf	
2014-04-29 13:18:15	Su, Jim	Upload	physician report.pdf	
2014-05-15 08:15:11	Su, Jim	Upload	physician report.pdf	
2014-05-23 07:54:13	Su, Jim	Upload	physician report.pdf	
2014-06-09 11:23:41	Su, Jim	Upload	physician report.pdf	
2014-06-27 07:51:30	Su, Jim	Upload	physician report.pdf	
2014-10-09 07:26:07	Su, Jim	Upload	physician report.pdf	
2014-12-14 23:05:40	Song, Yingying	Download	physician report.pdf	
2014-12-16 21:57:32	Su, Jim	Delete	physician report.pdf	
2014-12-16 22:41:22	Su, Jim	Upload	physician report.pdf	
2014-12-16 22:46:01	Su, Jim	Download	physician report.pdf	
2014-12-16 22:47:12	Su, Jim	Download	physician report.pdf	

Individual Claim Screen – Form Library

The form library enables standard forms used in your Return to Work program to be stored in Boomerang's cloud storage. These forms are added to the library from the Administration Portal, and can be downloaded for use by the Boomerang user while they are working on an individual claim. The layout is similar to the Document Storage feature, but simplified to allow only the download of files.

TIP: What if I need to fill out a form for the employee, then put it into their case file? Answer: The easiest way to do this is to first use the Form Library to download the required form onto your computer. Edit the form with the employee's information and save it. Then go to the Document Storage tab within the employee's Individual Claim Screen and upload the completed form into Boomerang cloud storage.

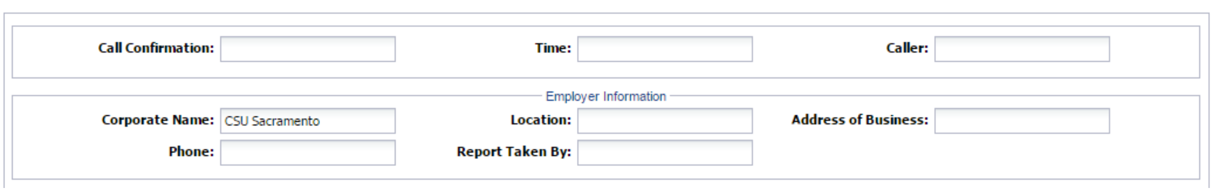
Individual Claim Screen – Report of Injury

Some Return to Work programs utilize a 3rd party triage service, such as Company Nurse. These services take the initial report of injury and provide 24/7 services to help recommend first-aid services or to direct medical treatment to employer designated providers. For these programs, Boomerangs offers an optional module that receives the report of injury within minutes of it being filed by the nurse triage service.

The entire report of injury is displayed on a dedicated tab within the Individual Claim Screen, broken out into the following sections:

<u>Report Context Information</u>: Time of report, employer location, contacts, and identification of the representative taking the call.

Figure 79



<u>Employee Information</u>: Includes key identification, contact, address, and employment information on the affected employee. This information is used by Boomerang to subsequently match the Report of Injury to the related case if the incident becomes a claim.

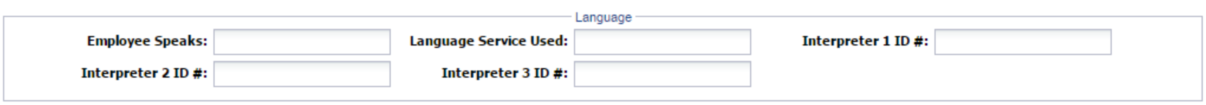
Figure 80

Employee Information

Last Name: Long
First Name: Shelley
Middle Name:
SSN: 798-98-7989
Date of Birth: 08/21/1986
Gender: Female
Marital Status: Select Marital Status
Home Address:
City:
State:
Zip:
Home Phone:
Work Phone:
Hire Date:
Occupation: Greenskeeper Aide
Weekly Wage:
Caller:
Supervisor Name:
Supervisor Phone:

Language: If an interpreter was used to communicate with the employee, this section identifies the language spoken, the service that was used, and the ID of the interpreter.

Figure 81

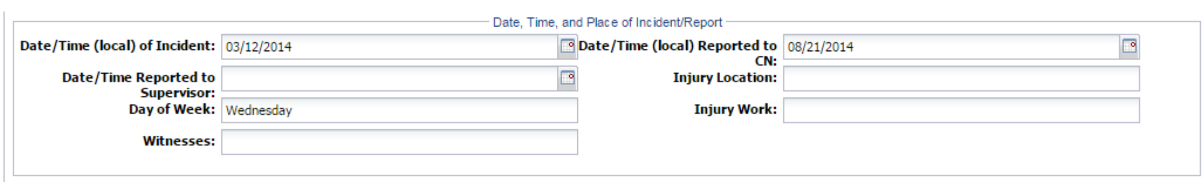


Language

Employee Speaks:
Language Service Used:
Interpreter 1 ID #:
Interpreter 2 ID #:
Interpreter 3 ID #:

Injury/Incident Context Information: Includes date/time of the injury, when it was reported, location, and witnesses.

Figure 82

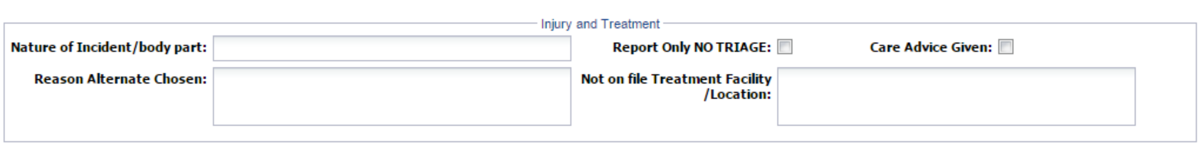


Date, Time, and Place of Incident/Report

Date/Time (local) of Incident: 03/12/2014
Date/Time (local) Reported to CN: 08/21/2014
Date/Time Reported to Supervisor:
Injury Location:
Day of Week: Wednesday
Injury Work:
Witnesses:

Injury and Treatment: Details on the nature of the injury, whether triage and/or care advice was provided, and identification of the treatment facility.

Figure 83

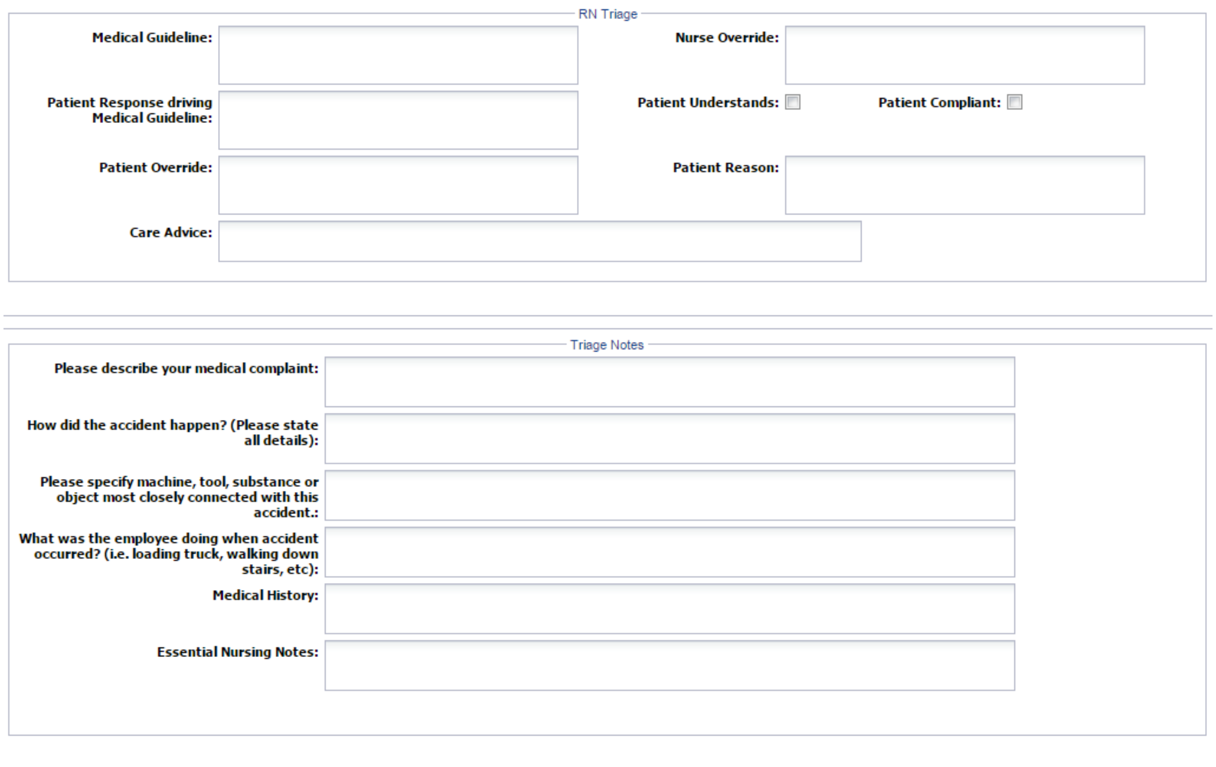


Injury and Treatment

Nature of Incident/body part:
Report Only NO TRIAGE:
Care Advice Given:
Reason Alternate Chosen:
Not on file Treatment Facility /Location:

RN Triage: Records the guidelines provided by the RN taking the call, the employee responses to recommendations, and the RN notes on the context around the incident that will subsequently be used to complete the required 5020 form.

Figure 84



Upon receipt of the Report of Injury, Boomerang automatically creates a case file for the employee. This allows the Return to Work program to analyze and identify the incidents that are likely become claims, and pro-actively bring the employee into the program to get an early start on the Return to Work process. When the incident subsequently becomes a claim and is received from the Claims Management System, Boomerang will match it with the original report of injury into a common case file using employee ID information. If this information is not available, a case match tool enables the Boomerang user to manually match claims/injury reports.

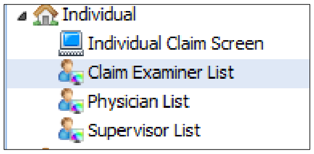
Auto-Generate 5020 and DWC Forms

When an incident/injury occurs, a DWC form must be provided to the employee, and subsequently the Employer's Report of Occupational Injury or Illness (Form 5020) must be completed. Boomerang simplifies the process by enabling both forms to be generated and partially filled out using the available information from the Report of Injury. To generate either form, click on the Generate button corresponding to each form at the top of the Report of Injury display (see Figure 85).

Figure 85

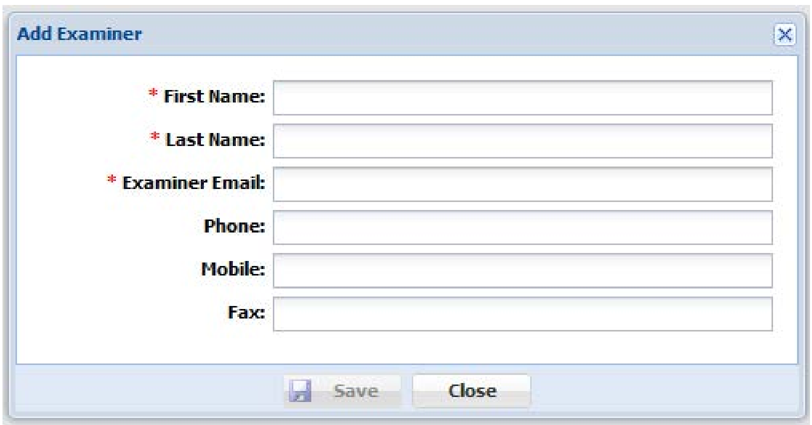
Boomerang will then create a PDF file that contains applicable information from the Report of Injury. The PDF form is editable, allowing the Boomerang user or employee to electronically complete the remaining required fields. The completed forms can then be uploaded into Boomerang document storage to become part of the employee's case file.

Claim Examiner, Physician, and Supervisor Lists

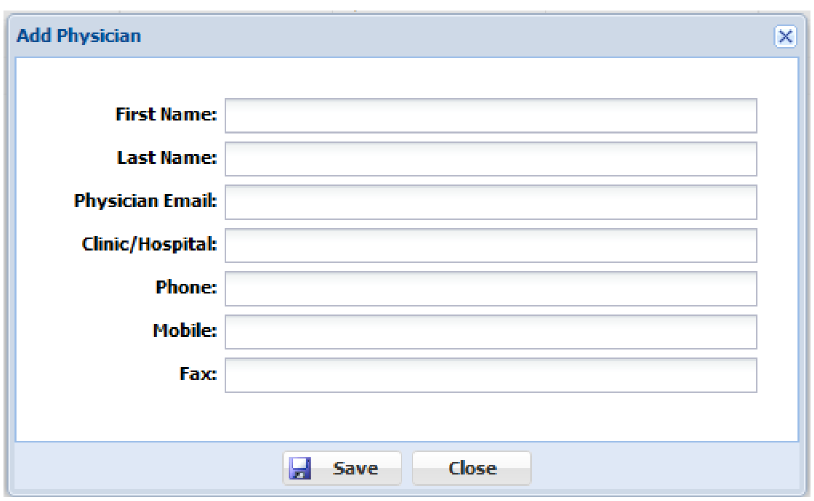


These are stored contact lists for use in notifications and physician appointments. Contacts can be added to each by clicking on the NEW button on the top left corner of the list.

The Claim Examiner list contains the contact fields below (asterisked fields are mandatory):



The Physician list allows you to add a physician contact, or if this information is not available, you can optionally just provide information for a clinic or hospital.



The Supervisor list contains the same information as the Claim Examiner list. However, the email address is not mandatory – for some Boomerang accounts the Supervisor list is used to identify the Supervisor for specific records, but not for notifications.