

# The Benefits of TeleCompCare®

AF Group's TeleCompCare®(TCC) is a nurse triage/ telemedicine program. TCC offers an innovative solution for injured workers to get immediate, appropriate care when a workplace injury occurs. It serves as the First Notice of Loss, which alleviates the need for the manager to fill out the injury forms. TeleCompCare is simple:

1. Injured worker calls the TCC 866-number (without having to leave work).
2. A nurse does a telephonic assessment of the injury and recommends the appropriate level of care.
3. FNOL is initiated, which starts the claim process.

## TeleCompCare® Results

### Book Average vs. TCC Incurred Loss & Expense by Loss Cause (Top 10)\*

Loss Cause	Non-TCC Claims	TCC Claims	Difference
Fall, slip, or trip injury	\$18,233	\$13,135	-\$5,097
Strain or injury by	\$14,305	\$10,425	-\$3,880
Struck or injured by	\$8,977	\$4,871	-\$4,106
Striking against or stepping on	\$5,969	\$5,412	-\$557
Cut, puncture, scrape, injured by	\$2,931	\$1,496	-\$1,435
Caught in, under, or between	\$12,683	\$6,022	-\$6,661
Burn or scald - heat or cold exposures - contact with	\$16,062	\$1,716	-\$14,346
Miscellaneous causes	\$10,508	\$2,419	-\$8,089
Motor vehicle	\$27,972	\$10,564	-\$17,409
Rubbed or abraded by	\$3,667	\$2,779	-\$888
<b>Average</b>	<b>\$12,131</b>	<b>\$5,884</b>	<b>-\$6,247</b>

**51%** Reduction in Claims Cost with TCC  
**Average cost per injury type is reduced for all loss causes.**  
**Average savings \$6,247 per claim.**

### Book vs. TCC Lag Time\*

Claim Type	Non-TCC Claims			TCC Claims		
	Count	Sum	Avg	Count	Sum	Avg
Medical	285,131	3,531,653	12	6,525	24,516	4
Indemnity	85,839	1,611,386	19	1,450	4,355	3
<b>Total</b>	<b>370,970</b>	<b>5,143,039</b>	<b>14</b>	<b>7,975</b>	<b>28,871</b>	<b>4</b>

**71%** Improvement in Lag Time Reporting with TCC  
**Lag time improvement is an average of 10 days.**

### Book vs TCC Claim Closure\*

Difference in Average Claim Length Days			
Claim Type	Non-TCC Claims	TCC Claims	Difference
Medical	101	86	-15
Indemnity	397	286	-111
<b>Total</b>	<b>169</b>	<b>122</b>	<b>-47</b>

**28%** Reduction in Claim Duration with TCC  
**Indemnity claims close 111 days sooner on average.**

\*Statistics above are from Medical and Indemnity Closed claims from 2017 – 2022 excluding assigned risk pools, fronted programs and COVID-19 claims



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