



# CLAIMS AND POLICY SYSTEM (CAPS) PROJECT

## BUSINESS NEEDS

- Replace internal core legacy client-server systems with current web-based technology
- Provide easier access to information and reportability of data
- Improve system navigation and ease of use for WSI team members
- Enhance system maintainability
- Enable WSI to stay current with technology and take advantage of future enhancements

## IMPLEMENTATION APPROACH

- Large, multi-year initiative with multiple releases
- Each release, refaces portions of core business systems into a new user interface, retaining data and programming logic
- Each release is managed as a major IT project per state requirements
- The consecutive releases require intense collaboration and dedication by many team members across WSI, ServiceLogix (vendor partner) and NDIT

### Benefits of the incremental approach:

- Includes continuous technology and business improvements as part of the process
- More adaptive to business needs because of minimal downtime for deployment of the release
- Minimizes risks and costs

## PROJECT STATUS

### COMPLETED

#### RELEASES 1–11

**Scope:** all Employer Services Functionality, Workflow Mgmt., Claims Registration, Claims Maintenance Part 1

**Timeframe:** July 2015–Aug. 2024

**Actual Cost:** \$20,324,608  
(12.1% under budget)

### IN PROGRESS

#### RELEASE 12

**Scope:** Claims Maintenance Part 2

**Timeframe:**

June 2024–Aug. 2025

**Budget:** \$2,483,686

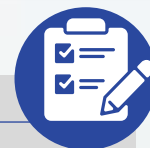
### REMAINING

#### RELEASES 13–17

**Scope:** Reserves, Settlements, Payments, Medical, Legal, Field, Fraud

**Expected Timeframe:** 2025–2031

**Expected Budget:** \$14.7M



## TEAM WSI FEEDBACK ABOUT CAPS UPGRADES



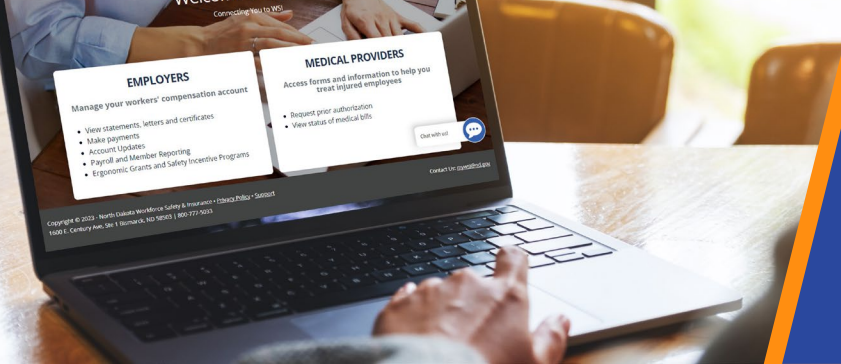
*"The current release is very helpful for claims to do its job quickly and efficiently."*

*"I really enjoy the functionality of CAPS. Each time a new release is deployed the functionality is great and easy to move around, work, and learn the new system."*

*"Love the statement preview functionality, the fact that you can make an adjustment and see the results real time."*

*"For our employers – the combined statements; for our employees – easy to navigate system."*

*"I love that we 'open all' from the folder; it is especially handy when you get a call and have to type in the claim. Now everything opens from there. I can't wait until it all is complete!"*



# myWSI PROJECT

## BUSINESS NEEDS

- Establish a secure portal for employers, medical providers, and injured employees to access, submit, and view WSI specific information
- Support WSI's strategic objective to improve communication
- Streamline processes related to information from/to external stakeholders
- Increase availability and usage of information for WSI's stakeholders and partners

## IMPLEMENTATION APPROACH

- Large, multi-year initiative with multiple releases
- Each release delivers new external-facing functionality into production, ready to be used
- Each release is managed as a major IT project per state requirements
- Each release schedule is tightly integrated with CAPS project releases, using a shared vendor (ServiceLogix), ensuring efficient project processes
- The consecutive rollouts require intense collaboration and dedication by many team members across WSI, ServiceLogix (vendor partner), and NDIT

## PROJECT STATUS

### COMPLETED

#### RELEASES 1-7

**Scope:** Provider Bill Status, Ergonomics, Safety, Payroll Reporting, DMP, OAI, Employer and Provider Dashboards, Medical Documents Upload, Prior Authorization, Chatbot

**Timeframe:**

Aug. 2015–Aug. 2024

**Actual Cost:** \$5,406,780  
(5.3% under budget)

### IN PROGRESS

#### RELEASE 8

**Scope:** Injured Employee Dashboard and Functionality for the Injured Employee, Other myWSI Enhancements

**Timeframe:**

June 2024–Aug. 2025

**Budget:** \$969,761

### REMAINING

#### RELEASES 9-10

**Scope:** Enhancements for Injured Employees, General Vendor Access, Other General Enhancements

**Expected Timeframe:**

2025–2027

**Expected Budget:** \$1.4M



## TEAM WSI FEEDBACK ABOUT myWSI UPGRADES



*"These enhancements move WSI forward and create efficiencies for WSI and our customers."*

*"Gathering payroll detail using the same application in a revised payroll report is a major accomplishment."*

*"Instead of facilitating document requests or processing incoming filled forms, we're sharing information and learning more about the needs of our customers' businesses each day. We have opened the door to a tailored experience for each individual customer."*

*"One of the success stories is expanding our client (customer) base utilizing myWSI."*

*"The new online payroll reporting is a great upgrade. For our employers to not have an access code to start the payroll report is a really good thing."*