

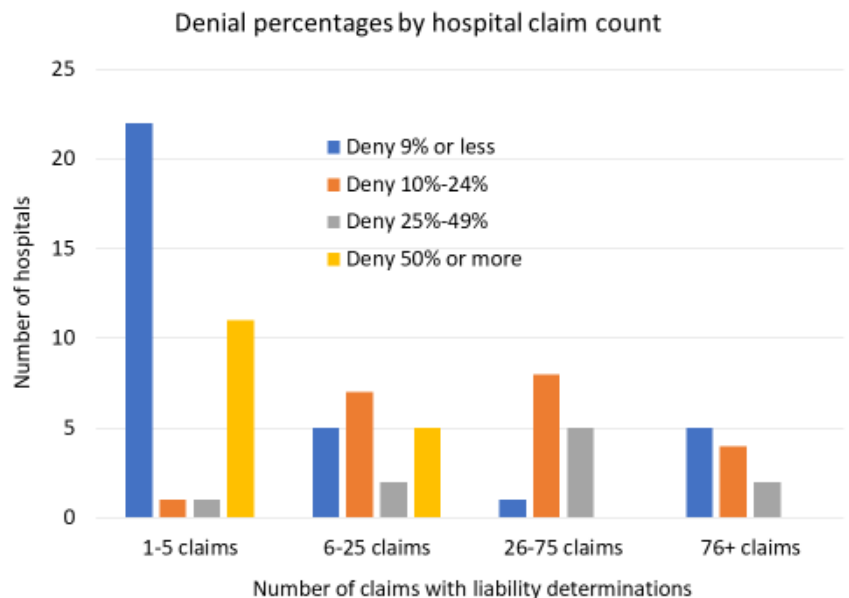
Additional information about COVID-19 claims denials at Minnesota hospitals

At the January 13 and February 10, 2021 WCAC meetings, DLI was asked to provide additional information about the COVID-19 claims denial situation at Minnesota hospitals. The information assembled in this document addresses the following issues:

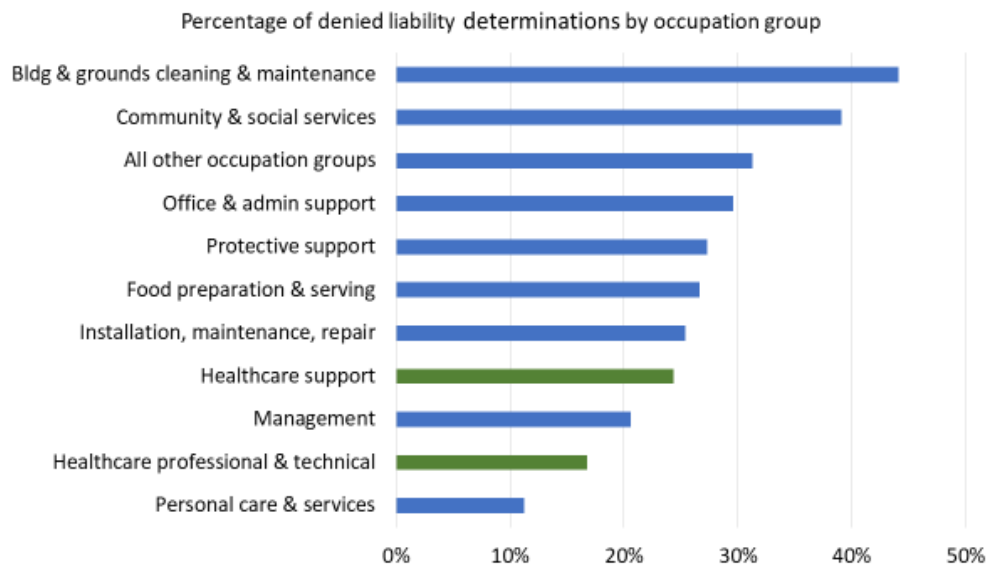
- the denial percentages by hospital, whether some hospitals are denying a comparatively high percentage of their workers' claims;
- the claims denial percentages for specific occupations among hospital workers; and,
- the reasons provided for denials for recently-filed claims.

Denials are 21% of hospital claim liability determinations

- 16 of 79 hospitals denied at least 50% of their claims, 11 of these had 5 claims or fewer
- 8 of the 11 hospitals with 76 or more primary liability decisions had denial percentages of 12% or less
- One hospital accounted for 23% of all hospital denials, it denied 45% of its claims
- Reporting practices can influence the denial rate



Hospital health care providers have lower denial percentages than many other occupations



Hospital occupation groups with 30 or more claims with liability determinations.

Personal care and services includes pharmacy aides and recreation workers.

84% of hospital claims are filed by HC support and prof/tech workers

Denial reasons for a set of hospital workers, denials filed in January 2021

Occupation	denial reason 1	denial reason 2
Customer Service Representative	remote worker	doesn't meet presumption
Emergency Medical Technician	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Healthcare professional employee	exposure but not tested positive	
Licensed Practical and Licensed Vocational Nurse	unable to contact worker to complete investigation	known personal exposure
Maintenance and Repair Workers General	exposure from friend	
Maintenance and Repair Workers General	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Medical and Health Services Manager	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member

Medical assistant	no known workplace exposure	exposure from household member
Nutrition aide	works in call center, not covered by presumption	no coworkers positive
Registered Nurse	meets presumption, but has positive family member prior to symptoms	
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from friend
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member
Registered Nurse	no known workplace exposure	
Registered Nurse	no known workplace exposure	exposure from household member
Registered Nurse	very part-time worker, illness and work dates don't align	unable to contact worker to complete investigation
Registered Nurse	does not work in direct CV-19 patient care or in CV-19 units	
Registered Nurse	possibly covered by presumption, says employee provided no evidence of work exposure	exposure from family member
Supply coordinator	does not work in direct CV-19 patient care or in CV-19 units	exposure from family member