

# Mitchell Worker's Comp Industry Survey Results

## Technology & The Future of Workers' Compensation

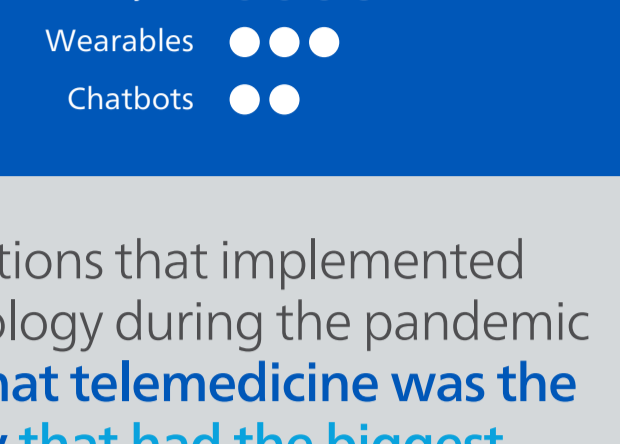
**We wanted to know:** How has the COVID-19 pandemic influenced technology usage in the workers' compensation industry? Will the changes made during the crisis sustain through 2021 and beyond? To find out, we conducted a survey of about 100 workers' compensation professionals in March 2021. Here are the results.



**Telemedicine** was the most popular technology that was adopted by workers' compensation claims organizations during the COVID-19 pandemic.



Did Not Implement Any of These



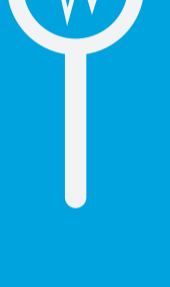
**35%**

of organizations that implemented new technology during the pandemic reported that **telemedicine** was the technology that had the biggest impact on their business.



**70%**

of participants said they believe either **telemedicine or predictive analytics** will have the biggest impact on the workers' compensation industry in the next 5–10 years.



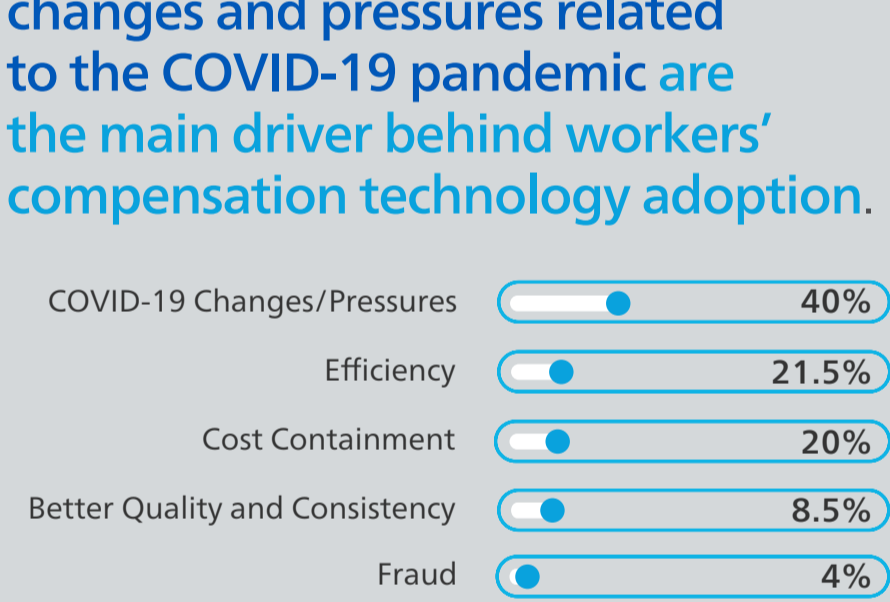
**35%**

of participants believe that **claim triage, severity or reserving** is or will be the most influential application of predictive analytics.



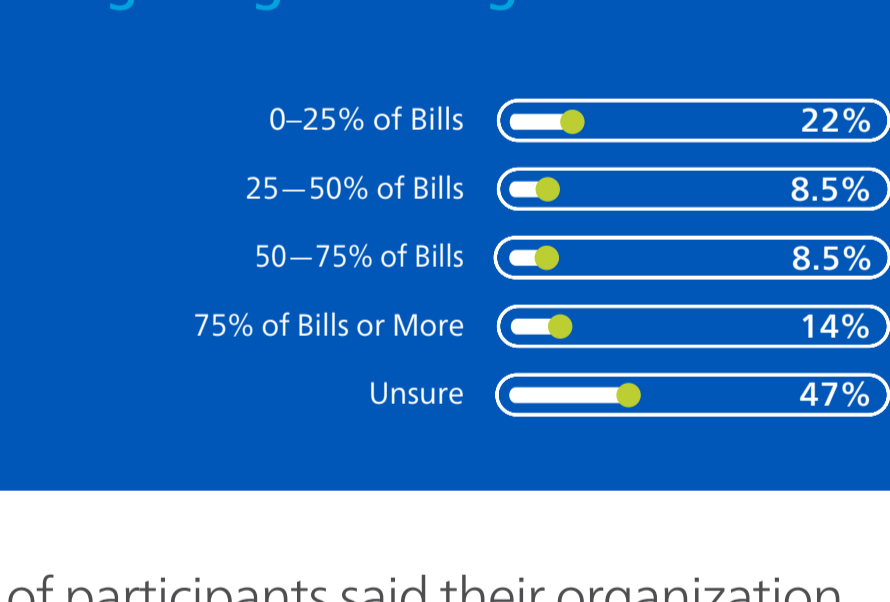
**54%**

of participants believe **provider visits** are or will be the most influential application of telemedicine in workers' compensation.



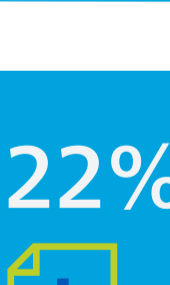
**40%**

of participants think that **changes and pressures related to the COVID-19 pandemic** are the main driver behind workers' compensation technology adoption.



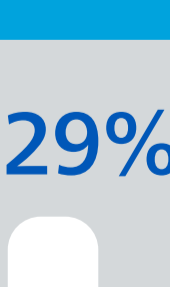
**22%**

of respondents said their organization **processes 0–25% of medical bills** using straight-through automation.



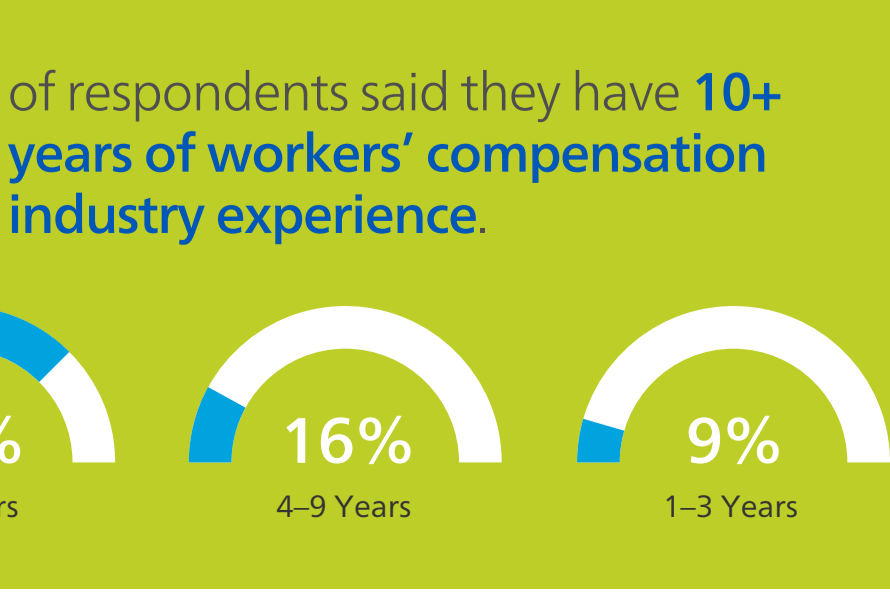
**24%**

of participants said their organization **processes 0–5% of claims** using straight-through process automation.



**22%**

of respondents said that **adapting to challenges from the COVID-19 pandemic** is the biggest claims challenge their organization is facing today.



**29%**

of survey respondents say they **classify the company they work for as an insurance carrier**.



**75%**

of respondents said they have **10+ years of workers' compensation industry experience**.

