Housekeeping

- **This webinar is being recorded.**
  - A link to the recording, slides, and related resources will be emailed to all registrants

- We will have **Q & A** at the end of the webinar, as time allows
  - Pre-submitted questions will be prioritized. If we don't get to your question, we will reach out to directly.

- Take Our **Post-Webinar Survey**!

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What You'll Learn

1. **Data Integrations Overview**

   a. Origami Experience

   b. Framework & Approach

2. **Integration Use Cases:**

   a. Third-Party Administrators

   b. HRIS Platform

3. **Q & A**

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Example Integration Use Cases

Human Resources
Workday, Oracle, Sage, SAP, Dayforce, Kronos

Banking
U.S. Bank, Wells Fargo, Regions, SunTrust

Legal Management
LexisNexis, TrialNet, Thomson Reuters

TPAs
Gallagher Bassett, Sedgwick, Corvel

Fleet Management
FleetWave, Enterprise, Merchants Fleet

Analytics
Power B.I., Tableau, Cognos, SAIC

Accounts Payable/Billing
Hyperwallet, Bottomline, OneInc

Medical Bill Review
Epic, Coventry, Medcor

Nurse Case Management
WorkCare, CompAlliance, TriageNow

and more!

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Speaker

Sara Stamp

Service Delivery Manager - Specialized Resources, Data

Origami Risk

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You have data in **a lot of places**, including Origami.

How can we help connect that data efficiently and effectively?

Employee Data

Banking Information

Driver Records

Claims Data

Policies

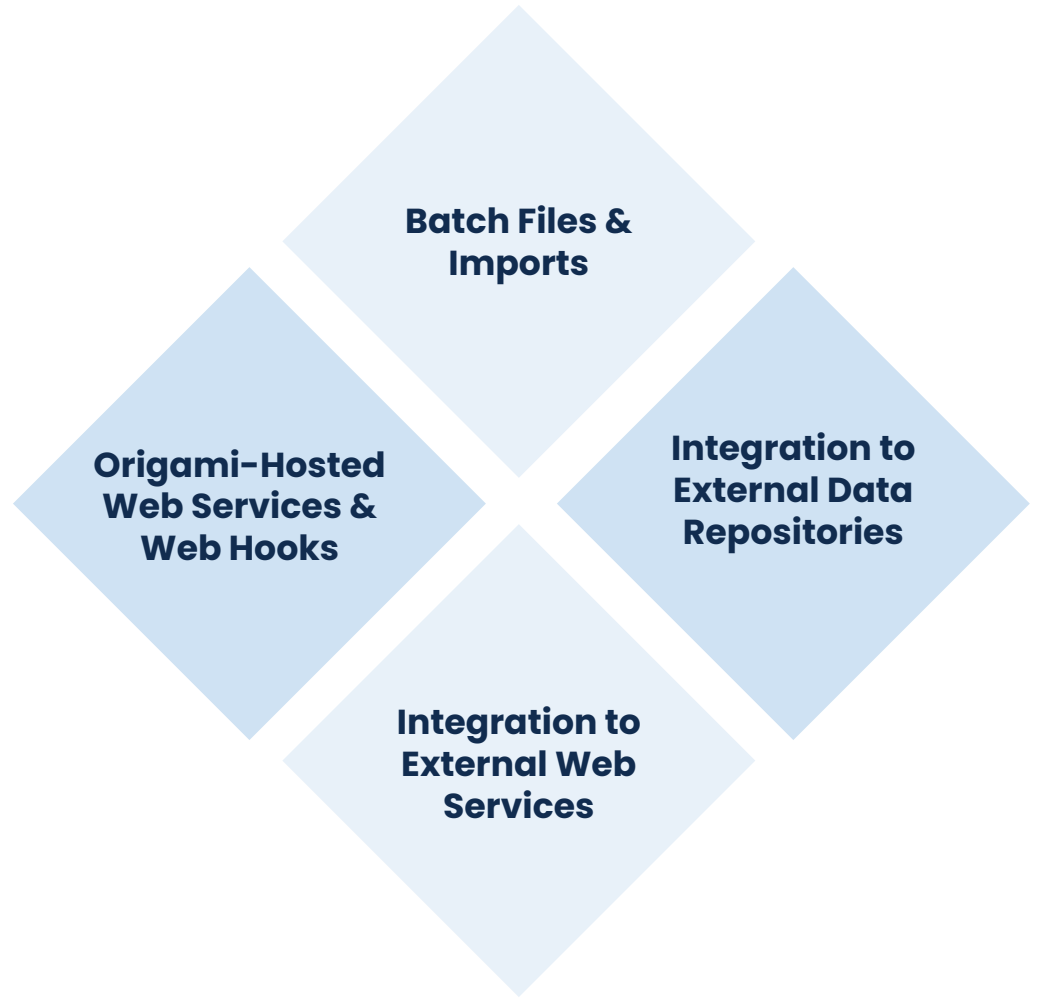Patient Visits

File Attachments

Vehicle Information

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Origami Integration Experience

We have significant experience integrating with vendors to provide a robust experience for our clients.

7,700+
Integrations

350+
Integration
Vendors

40+
TPA Feeds

10+
RMIS Platforms

80+
Carriers Feeds

4
HR

15+
Data Providers

10+
Banks

5
Payments

5
Fleet Management

3+
Telematics

20+
Bill Review

5+
Pharmacy Benefits

2
Medicare
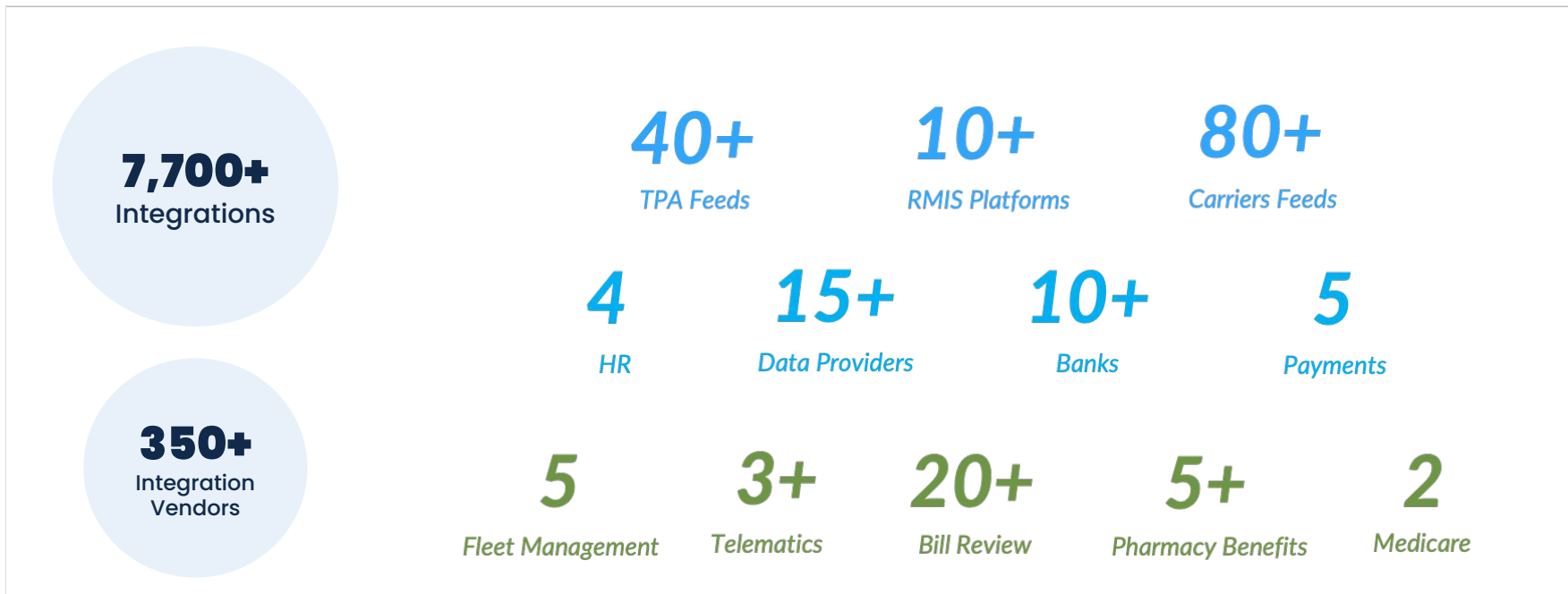
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Integration Framework & Approach

Batch Files & Imports

Origami-Hosted Web Services & Web Hooks

Integration to External Data Repositories

Integration to External Web Services

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Speaker

J.B. HUNT

Shawn Pepper

Director I - Cargo Claims & Claim Administration

J.B. Hunt Transportation

About J.B. Hunt

- **Industry:** Fortune 500 company that specializes in technology-driven freight shipping for large and small businesses

- **Headquartered In:** Lowell, AR

- **Employees:** 10,000+

- Origami Client since **2020**

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Challenge

- Prior to using Origami Risk, J.B. Hunt had an integration with their TPA and their previous RMIS system.

- This integration was **sending notes once a month** from their TPA to their RMIS system.

- Receiving this information monthly was creating large gaps in time where information may have been outdated. This can ultimately impact efficiency and effectiveness.

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Origami Usage Evolution

2020

J.B. Hunt team signed with Origami for incident intake, claims management, and cost allocations.

2021

Completed API interfaces for TPA Claims data and additional interfaces such as Workday.

2022 –

Ongoing relationship with Origami Risk and continuing to explore opportunities

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Solutions

- **TPA Integration: ESIS**
  - **Notes**: Data feed frequency updated from **monthly** to **weekly**
  - **Invoices**: Monthly data feed

- **Additional Integrations/Feeds:**
  - **TPA Legacy Integration:** Daily feed from prior TPA to transfer claims, transactions, and notes from claims still in need of payment
  - **HRIS Integration with Workday:** Issue payments; Daily transaction feed for processing checks, check number information, and employment files that help with hierarchy and reporting

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Lessons Learned

Communication:

- Even though you all play different parts, make sure **your team**, **your TPA**, and **Origami** are speaking the same language.

Defining the Process:

- Ensure you have the data mapped out and matched in terms of what information is flowing where.

- If exceptions arise, ensure you have plans in place to monitor them and resolve them efficiently.

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Results

Efficiency:

By expediting their TPA import timelines from **monthly to weekly,** this gives the J.B. Hunt team more exposure to accurate and up-to-date data related to claims.

With these enhanced timelines, the J.B. Hunt team can more easily work through and resolve return-to-work initiatives.

Speakers

Gina Ybarra

Manager, People Relations (Field)

Pacific Dental Services

Daisy LaCour

Leave of Absence, Disability, and Workers' Comp Manager

Pacific Dental Services

Pacific Dental Services

- **Industry:** Healthcare
- **Headquartered In:** Irvine, CA
- **Employees:** 15,000+
- Origami Client since **2018**
- **Main Origami Use Cases**:
  - RMIS: WC, Leaves, Accommodations, People Relations, Casualty, Compliance

- X-Ray equipment: Manages installation dates, serial numbers, etc.
- Business Licenses
- Air Tanks: Manages inspection and expiration dates
- Business Income, Contents, and Improvements
- Various Permits (EPA, Hazardous Waste, Alarms): Expiration dates and fees

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Usage Evolution

2018 – 2020

Pacific Dental Services team Implemented Workers' Comp / Leaves and Accomodations Solutions

2020 – 2022

COVID tracking in Origami leads to People Relations use case expansion

2022 –

Further expansion with Marketing Team use cases and onward

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Challenges

Flexibility:

- Prior to Origami, many of these initiatives were done manually in Excel.

- We wanted a system and method that could be built to our needs and not predetermined.

Accountability:

- By using Excel, we didn't have options for automation when it comes to notifications and reminders.

- Having to do so manually is time-consuming and difficult to track.

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Solutions

Workday Integration

- By integrating with Workday, we are able to transfer **up-to-date employee information** into Origami.

Data Entry Events:

- With a focus on scalability to support growth and volume, our strategy was to evaluate and implement process improvement and **automation**.

- With this data flowing over, we set up corresponding data entry events in Origami where **notifications** will automatically send based on the information in the system.

Security Measures:

- Through Origami settings, we are able to ensure certain information and areas of the system are **only accessible to certain users.**

Results

Origami as a Flexible, One-Stop-Shop

- With our data in one place, we can quickly and easily **get a clear picture** on a location and the employees who work there.

- Additionally, we can see the Workers' Comp, Leaves and Accommodations claims statuses of team members to help **identify patterns and potential People Relations issues** - all from our Origami Dashboard.

For an organization with numerous supported practices across the United States, this capability is key.

A Source of Record & Accountability

- By using Origami as the source of communications for Risk and People Relations, we have insights in to email activity that can be used as a source of truth for holding parties accountable.

- Automated notifications through **Data Entry Events** ensure reminders are being sent to have little room for miscommunication or no communication.

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Q & A

Integrations:

How long do they take, and how much do they cost?

What to Consider:

1. **Volume of Data**
   a. If you're updating 5-10 records, you could likely get that done manually.
   b. But if you have 5,000 vehicles and you buy new ones daily, manual entry in this case could lead to mistakes.

2. **Update & Transfer Frequency: How often does your data need to be updated?**
   a. You might have 10 records, but you need it updated every day. Or, you have 5,000 vehicles and update it once a year.
   b. *For example, the PDS team uploads their Performance Reviews into Origami once a year, which doesn't require an integration.*

3. **Data Visibility**
   a. You may be considering having sensitive data sent to Origami. While your data is secure in our system, you want to ensure you are setting up the proper permissions and parameters to make sure the right people have access to the right information.

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Ask Your Account Manager!

In addition to updating a Claim
in Origami, can the data from our TPA
also update the associated Incident in
Origami at same time?

What are best practices of the Data Import Center?

How are other clients using it?

Have you used the Data Import Center in Origami?

1. Yes

2. No

3. What is the Data Import Center?

Learn more in the Origami Help Center!

Can you extract data from Origami into an Excel file?

Closing Reminders

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Thank You!

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