



May 27, 2026

Dear Sara,

Thank you for your letter and for the continued engagement of the SSRS Workload Committee. We value the opportunity to work collaboratively through these discussions and appreciate the ongoing dialogue regarding workload and the SSRS experience.

With respect to the three recommendations, after careful review and consideration, these recommendations will not be accepted at this time. We will, however, continue to monitor work effort and capacity across all SSRS groups and adjust where operationally appropriate.

It is important to note that full implementation of the segmentation model across Area 7 was completed in March 2026. While we are optimistic about the direction this provides for our operations, it remains early, and additional time is needed for the model to stabilize and for its full impact to be realized.

This decision does not diminish the value of the work done by the committee. We want to take this opportunity to highlight several initiatives that have been implemented to support SSRS workload and improve efficiency. These include:

- IRB automation enhancements (ECRJ): recently launched to streamline income replacement benefit information gathering and calculations, reducing manual effort, with early results indicating positive impact
- Caseload Management Essentials: peer-supported practical strategies to help SSRS organize work, manage time, and improve day-to-day efficiency
- Ongoing reinforcement and use of tools and resources: reinforced through segmentation workflows to support efficiencies by using available recovery tools and resources.
- Updates to the Authorizations tab to present cumulative treatment counts and treatment entitlement more clearly
- Automated the Injury Questionnaire to eliminate the need for SSRS to send a CL22 statement of claim form to the customer
- Enhanced administrative supports, including but not limited to:
 - Travel reimbursement improvements
 - Taxi account support
 - Assistance with care plan meeting coordination
 - Follow-ups on medical requests and clinical documentation





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We appreciate the continued input from the committee and encourage SSRS, from all segments of work, to continue bringing forward practical suggestions and examples through their leaders so that we can assess and progress opportunities together.

Sincerely,

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