



November 18, 2017

Industrial Commission of Arizona
James Ashley, Director
Dale Schultz, Commission, Chairman
Jacqueline Kurth, Manager, Medical Resource Office
800 W. Washington Avenue, Suite 305
Phoenix, AZ 85007-2922

Dear Commission Leadership:

American Airlines is the world's largest airline, with more than 120,000 team members and an average of nearly 6,700 flights per day to 350 destinations in more than 50 countries. American has a substantial presence in Arizona, employing nearly 10,000 employees and operating 262 flights per day out of Phoenix Sky Harbor Airport.

As one of Arizona's largest private employers, we have a significant stake in the policies followed by the Industrial Commission of Arizona. Therefore, I would like to communicate our support of your work to adopt the Official Disability Guidelines (ODG) for treating injured workers within the State of Arizona workers' compensation system.

Safety is American's number one priority and the fiber of our company –preventing work-related injuries is paramount at American Airlines. When a work-related injury does occur, our focus is to ensure our team members receive prompt medical care and treatment from top medical professionals to facilitate a safe and timely return to work.

As an employer who handles injuries in all 50 states, with approximately one injury every 53 minutes, we have found using ODG evidence-based medicine provides access to quality care while limiting excessive or inappropriate utilization of medical services. Furthermore, it also creates clarity for medical clinicians. Industry research demonstrates that injured workers frequently complain that attempts to self-manage their recovery are hampered by delays in getting approvals for treatment requests.





ODG supports minimizing treatment delays by serving as the adopted health policy guideline. It empowers providers, by knowing in advance which treatments will be approved without prior authorization, thus allowing them to treat quickly through evidence-based medicine guidelines.

Getting injured at work can be overwhelming, and our mission at American Airlines is to elevate the workers' compensation experience for our injured team members by partnering with them through compassionate claims management. The utilization of ODG supports this mission by placing the right tools in our medical providers' hands so our injured team members can promptly recover to a pre-injury functional status, minimizing disruption to their lives and livelihood.

We would like to thank the Commission for their continued efforts to improve the workers' compensation system in the Great State of Arizona and encourage each of you to support the expansion of ODG.

Sincerely,

A handwritten signature in black ink, appearing to read "Bryan Conner".

Bryan Conner

Manager, Workers' Compensation- Western Region

American Airlines

