

LESSONS LEARNED FROM LOSSES

NOVEMBER 2019
CLAIMS & CONTACT



- Please report all Workers' Compensation claims via telephone at 888-342-3839.
- Reporting via Fax or Email could cause delays.
- When in doubt, report the claim to us.
- This allows us to gather information about the cause of the injury and the injury itself. A nurse can be briefed and if the injury is severe enough, the nurse will direct the employee to the most appropriate provider.
- In an effort to avoid questions being asked of you or your employee multiple times by our staff, we have implemented a "Combined Initial Interview" in our claims system so we can more easily see what questions have already been asked and the answers to those questions.
- In addition, we have added additional triggers that will prompt 3-point (employer/ medical personnel/employee) contact instead of 2- point (employer/medical personnel) contact. This will help eliminate the chances that questions are duplicated.