

# Communication

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**Key to a Successful Case**

**Maggie Woodruff-Roper St. Francis HealthCare**

**Lynne Fairey-General Electric Energy Services**

# Communication

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## Keys to a Successful Case

- **First Report of Injury**
- **Initial Contact**
- **Medical Management**
- **Investigation**
- **Claim Management**



# Who is on the Team?

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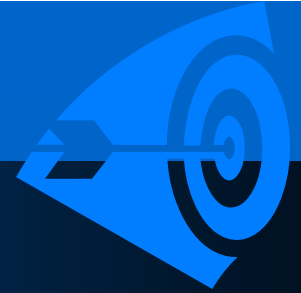
- **Employer Workers' Compensation Coordinator**
- **Third Party Administrator/Carrier**
- **Employee Health/Occupational Health**
- **Nurse Case Manager**
- **Safety Manager/Team**
- **Employer Managers/Supervisors**
- **Employee Relations Representative**
- **Employee Benefit Representatives**
- **Legal Counsel**

# First Report Of Injury

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- The accident report should be completed by the injured employee if at all possible
- If employee can not fill out the form then have them describe what happened and use “Employee States ”
- Follow up with the Employee’s Manager
- Follow up with Safety Manager/Team
- Require Employee to Sign the First Report
- [Injury-Illness Form Page 1.pdf](#)
- [Injury-Illness Form Page 2.pdf](#)

# Initial Contact

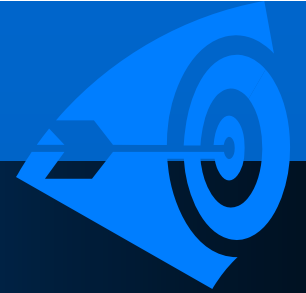


- If WC seems confusing to you, what does it seem like to the injured employee??



# Initial Contact

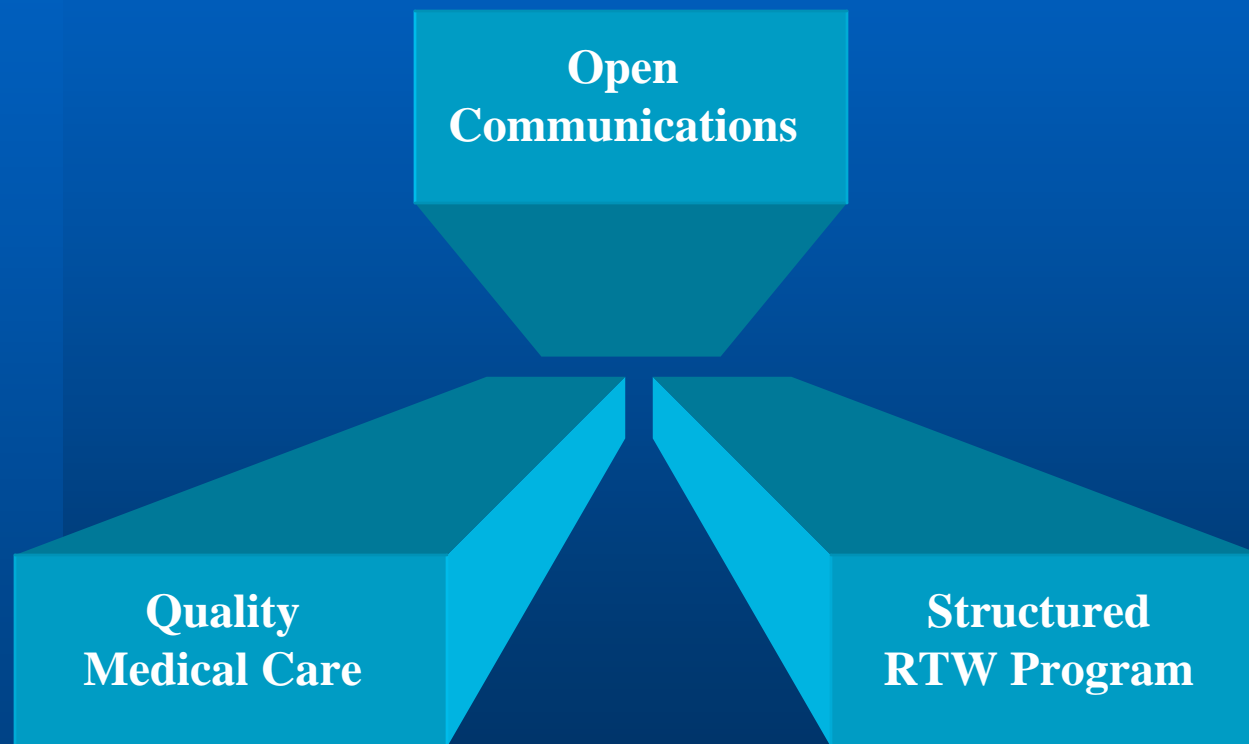
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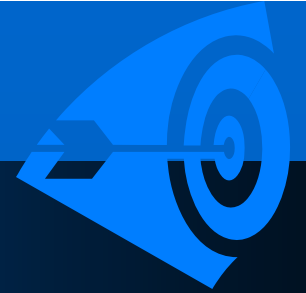
- **Put the employee at ease**
- **Let the employee tell his/her story without interruption**
- **Leave Blank Space – this allows the employee time to elaborate**
- **Close the interview on a positive note**

# Medical Management Guidelines

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# Medical Management



- **Immediately arrange medical care and transportation**
- **Send written or verbal confirmation to the treating doctor that restricted/modified duty is available**
- **Obtain the date of the next medical appointment**
- **Report the injury to TPA within 24 hours**
- **If the employee is disabled, notify your claims adjuster**
- **Frequently communicate with the employee (call at different times of the day)**



# Medical Management (cont.)

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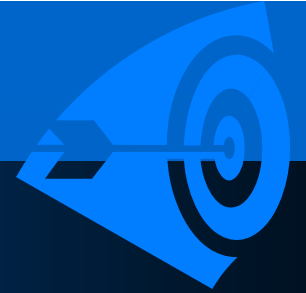
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- **Complete all wage forms to ensure accurate payment of benefits**
  - **Keep your adjuster informed on developments**
  - **Bring your attorney into the claim early when issues are complex or potential red flags exist**
  - **Focus on CONTROL**

# Medical Management Program

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- **Reduces overall cost of claim**
- **Reduces attorney involvement/litigation**
- **Improves communication between employee, physician and employer**
- **Shows that employer is concerned about its employees**
- **Reduces the time and expense required to hire and train new employees**
- **Reduces malingering and fraud**

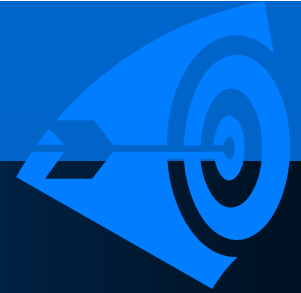
# Investigation



- **Manager/Supervisor's Knowledge of the First Report**
- **Manager/Supervisor's employee file**
- **Safety Manager/Team**
- **Witnesses and Co-workers**
- **Personnel File**
- **New Hire Physical**



# Investigation (cont.)



- **Attendance Records**
- **Medical Leaves - FMLA, Short Term and Long Term Disability (to include Application and medical records provided to support the Leave)**
- **Outside Medical Records (Personal Physician Records)**
- **Prior Employer**



# Claim Management

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## Roles in the Litigation Process

### Claims Adjuster

- Direction of the overall investigation of a claim remains the responsibility of the claims adjuster

### Defense Counsel

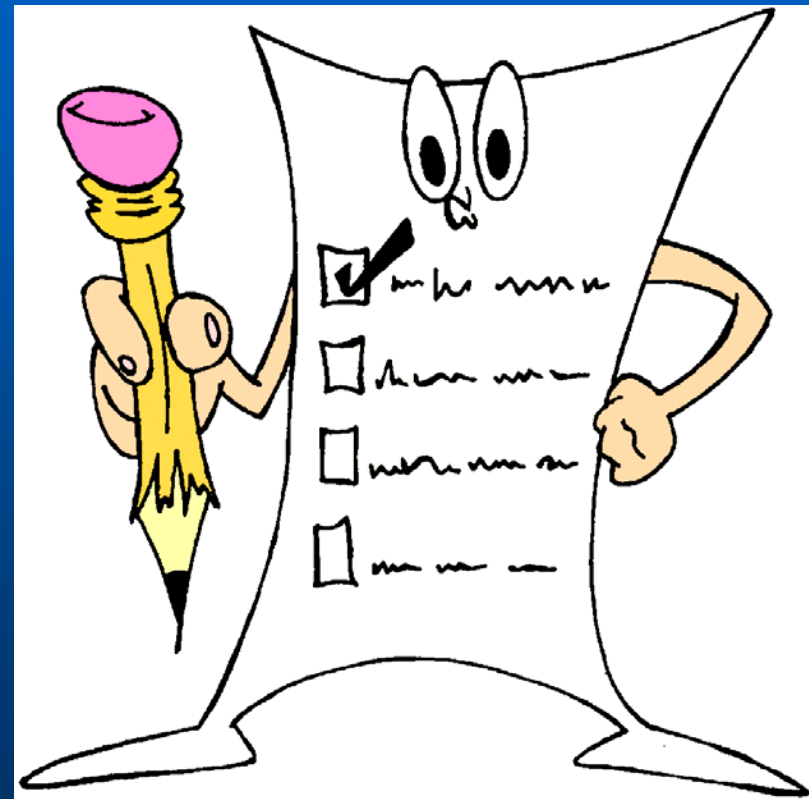
- Development of a focused and strategically sound legal defense by identifying and developing the appropriate issues and preparing an analysis of potential exposures and defense

### Employer Representative

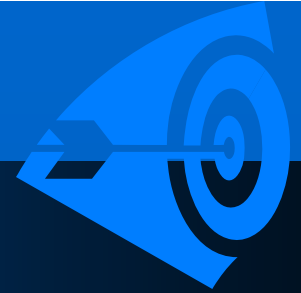
- Assist in the development of the investigation & coordinate witnesses from within the plant

# Information for Litigated Claims

- First Report of Injury
- Safety Investigation
- Medical Records
- Attendance Records
- Video
- Statements



# Claim Management (cont.)

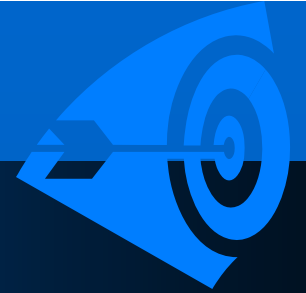


## TPA, Occ. Health and Case Manager Responsibilities

- **Communications With the Site Coordinator**
- **Determination Of Compensability**
- **Communications With the Medical Providers**
- **Claims Management (action plans)**
- **Provide State Specific Training**
- **Cost Control (utilization review + peer review)**
- **Assist In Preparing To Defend Questionable Claims**
- **Answer Employee Questions**

# Claim Management (cont.)

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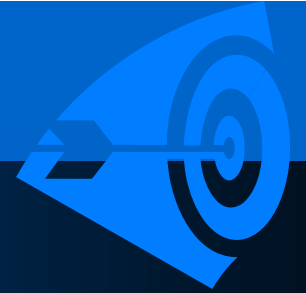


## Failure to Report a Claim Leads to:

- Details of the incident becoming lost or misrepresented
- Witnesses being lost
- Loss of medical control
- Increased attorney involvement
- Increased life of the claim and a higher final payout



# Claim Management (cont.)



## Key Site Responsibilities

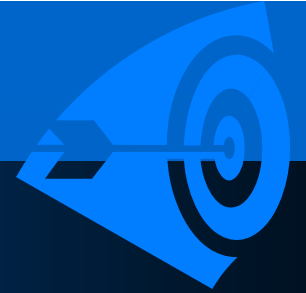
- Designate a site WC coordinator
- Timely reporting of all claims
- Manage and administer the WC management system
- Ensure that training is conducted
- Establish return-to-work program
- Claims reviews
- Communications with medical providers

# Communicate

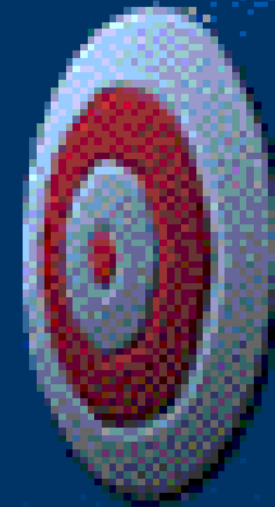


- C**are for your employees after injuries
- O**ffer modified duty whenever possible
- M**ake the employee feel that he/she is needed
- M**onitor the employee, carrier and medical treatment
- U**nderstand that the employee may be confused or frustrated
- N**ote all conversations regarding the claims
  - I**nvoke your physicians to your location to view the work
- C**hoose physicians who promote modified RTW
- A**ddress all questions and concerns raised by the employee
- T**rain supervisors how to respond once an injury occurs
- E**ncourage open communication with employees

# Target for Success



- Meeting the needs of injured employees
- Closing old files
- Working together for the best result



# Key to a Successful Case

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Questions?

# Key to a Successful Case

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**Thank you for your Attention!**