

## Key Aspects of Claims Management Program

- ◆ Claims Reporting
  - Define the process (Who, What, When, Why)
  - Employee Written Report
  - First Report
  
- ◆ Medical Treatment
  - Designated provider(s)
    - ◆ Physicians, Urgent Care, Hospital (ER)
    - ◆ Process to get to
    - ◆ Provider education
  - Communications
    - ◆ Medical Report Form
  
- ◆ Accident Investigation
  - Define process
  - Form
  
- ◆ Communications with company
  - After each visit
  - Other items that are important to you
  
- ◆ Return to Work
  - Policy
  - Process
  - Pay