

*Webinar on*

# **Basic Workers Comp Claim Management Investigation and Reporting 'Best Practices'**

# • Areas Covered

- The importance of well defined Position Descriptions*
- Having an Early Return To Work Policy in place*
- Communicating with the various parties involved in the claim process*
- Importance of a well structured Safety & Health Program*
- Safety Manuals, safety training, safety meetings, safety committees, safety inspections, etc*
- Your relationship with the person who SOLD you the insurance (agent or broker) and the people who actually hold the Policy- called 'The Carrier'*



John J. Meola is a Certified Safety Professional (CSP) and holds an Associate in Risk Management (ARM) from the Insurance Institute of America. He has many years of experience on both sides of the insurance business—from large national carriers to private business, to insurance agency operations.

## PRESENTED BY:

*Workers Compensation insurance basically is set up to pay for an injured worker's medical treatment and lost wages. This sounds relatively simple, but the details can quickly become overwhelming to a person unfamiliar or new to the process. Unless you are prepared and know what to expect. The key players are identified in our discussion. Key activities and steps to have in place BEFORE a claim occurs are also featured, and in fact, are equally or more significant than handling the actual claim.*

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

# Webinar Description

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Most businesses with more than a few employees need to carry Workers Comp insurance, also known as 'Employers Liability'. This is a statutory requirement in most states and depending on your line of business, can be an appreciable cost. Managing the process of filing and tracking a claim can become complex when there are certain factors involved, such as following a severe injury, an auto accident with an employee driver or passenger, on job sites, etc. This webinar will explore the topic of claim management from the layman's perspective and offer advice on how to minimize costs associated with any claim. Human Resource staff who handle claims will benefit from the discussion.



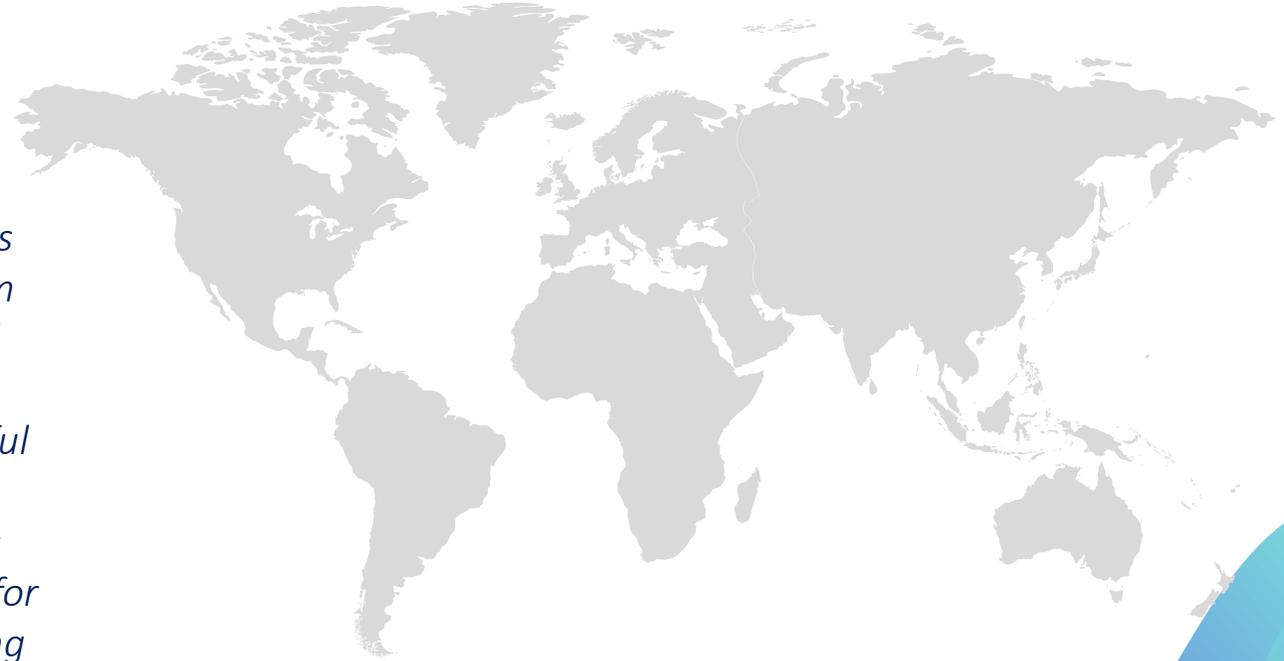
# Who Should Attend ?

*Human resource staff and technicians  
Operations Managers  
Recruiters, hiring officers, temp agency staff  
insurance agents and brokers  
plant managers  
business owners of all size and type  
supervisors, foremen  
office and administrative persons involved in  
insurance decisions  
claim adjusters  
claim technicians  
nurse case managers  
medical staff  
Financial managers and CFO's  
Insurance purchasing agents  
Fleet managers  
High risk business managers (i.e. construction,  
steel erectors, etc.)*



# Why Should You Attend ?

*There is no such thing as an 'average' claim. Due to a host of variables, even the simplest of injuries can result in a myriad of medical, pharmaceutical, rehab, lost time, etc. expenses. It can become a fairly complex equation very quickly. Because workers comp is basically a form of 'no-fault' insurance, it is prudent to have a basic set of controls in place to report, investigate, track, and manage the claim process. There are also many diverse players involved, and each of them will play the role of various signs in the process. Understanding who does what and when, is helpful to guide business decisions on managing a claim. Medical costs associated with a typical doc in the box walk-in clinic can be astronomical. Even more so for hospitals. More so for specialists. Diagnostic tests, pain meds, rehab, etc. Knowing the road map can help guide a business through the maze of medical check-points. We will discuss the basic and intermediate navigation of the worker's comp system. Most people will be surprised to learn what happens on 'the other end' of the claim process. Knowing the right vocabulary and terminology is included in this program.*



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