

# **CLAIM MANAGEMENT CHECK-LIST** **(Workers Compensation)**

(Please attach this document to the outside of internal claim folder)

Workers Name: \_\_\_\_\_ Date of Accident: \_\_\_\_\_ Store #: \_\_\_\_\_

## **STORE MANAGER**

- Initiate choice of medical provider set by your state (if applicable)
- Send the injured worker for a post-accident drug screen (if applicable in your HR policy)
- If the injured worker declines care, have them sign the waiver of medical treatment form
- Complete and perform an Accident Investigation (complete the form)
- Report Claim – immediately (always within 24 hours)
  - Everything sent to the Insurance Company (or your Main Office)

## **CLAIMS MANAGER**

- Ensure video is saved
  - Gather and review video as soon as possible
  - Contact claims adjuster or main office to let them know what can be seen
  - Save at least 30 minutes of video before and after from all cameras in store
- Return to Work
  - Follow-up with the worker to schedule their return shift
    - Request that the injured worker return to you with a work status and doctors note
    - You only have a \_\_ DAY WAITING PERIOD (waiting period varies by state). It is important to get the injured worker back to work within that time period.
- Return to Work (Leadership Communication)
  - Contact your leadership if it is not going to be possible to return them in \_\_ DAYS from the accident date or if they do not follow up with you
  - Call your claims adjuster with an update
- Follow-up with Store Manager
  - Ensured worker returned by the specified time/date

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