

## Claims management procedures

Organization name: \_\_\_\_\_

*Please review and customize this sample document to reflect your organization's expectations.*

1. In the event of a work-related injury or illness, the injured worker must report it to his/her supervisor immediately.
2. If the injured employee needs immediate medical attention, they will be driven or sent to the nearest hospital or clinic.
3. Once notified of an injury, the supervisor will give the injured worker a copy of the Designated Provider List Notification Letter. *Be sure to have the employee sign and date this letter. Keep a copy in your personnel files and give a copy to the employee.*
4. If the injury is not an emergency, an appointment will be made with the injured worker's selection of the designated medical provider as soon as possible.
5. Report the claim within 24 hours to Pinnacol Assurance. This can be done on Pinnacol's website (Pinnacol.com), by phone at 800.873.7242, or by fax at 800.361.5000.
6. In the event of a work-related fatality, OSHA (800.321.6742) must be notified within eight hours and work-related in-patient hospitalizations, amputations, or an employee's loss of an eye must be reported to OSHA within 24 hours.
7. In the event of an injury that results in a fatality or an accident in which three or more employees are injured, the Colorado Division of Workers' Compensation (303.318.8700) must be notified immediately.
8. Documented accident investigations will be conducted following all work-related injuries. The supervisor or Safety Coordinator will be responsible for interviewing the injured employee and all witnesses.
9. Management will use information from the accident investigation to identify and implement changes that may help prevent future incidents.
10. For an employee who is not working due to an injury, management will contact the injured employee at least once a week to answer questions, keep the injured employee informed of organization activities and discuss return-to-work options.
11. Following an injured worker's medical visit, the employer will obtain a copy of the medical providers' status report.
12. Modified duty procedures will be as follows:
  - The employee's supervisor will determine if the employee can return to his/her regular job duties within his/her medical restrictions.
  - If the employee is unable to return to regular job duties, the supervisor will determine if the employee's position can be temporarily modified to accommodate the restrictions.
  - If the job cannot be modified, management will evaluate other tasks the employee may be able to perform until the employee is released to regular work duty or placed at maximum medical improvement (MMI).
  - If the employee is unable to return to a modified position, the medical restrictions will be re-evaluated after each doctor's visit to ensure the employee returns to work as soon as possible.
13. If required, an entry will be made on the OSHA 300 Log for all cases involving medical treatment.
14. Complete records will be kept for all workers' compensation claims.

**Claims administrator signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Please review and customize this sample document to reflect your organization's expectations. This is to be used as a supplement to and not in lieu of OSHA safety regulations and policies. Pinnacol Assurance assumes no responsibility for management or control of customer safety activities.*