



ICW Group is driven to deliver the best care for your employees, improve claim outcomes & help you prevent escalating claims costs.

The road to managing workers' compensation claims can seem bumpy and hard to navigate. You can rely on ICW Group for a better claim experience. Our specialized teams support you and your employees along the road to recovery!



The first 14 days is a critical phase for your work comp claim.

That's where ICW Group's Claims Triage Team makes all the difference. When your employee is injured, they spring into action to provide unparalleled service and attention to ensure the best possible outcome.



1

FIRST RESPONSE

Your Claims Triage Team partners with you and immediately reviews your claim. All critical facts are gathered and any areas of concern are quickly identified. For indemnity claims, you're contacted within the first 24-hours of your report.

2

CLAIM INVESTIGATION

In-depth investigations are conducted on 100% of all triaged claims, and includes reviews of attorneys, medical care providers and injured employee history. All suspicious activity is escalated to our anti-fraud Special Investigations Unit (SIU).

3

BENEFIT MANAGEMENT

Your injured employee has the same needs and wants as anyone else, and their access to timely assistance is critical. Having a dedicated Claims Triage Team ensures accurate and timely processing of medical and disability payments—getting them the support they need, when they need it.

4

CATASTROPHIC INJURIES

When your employee suffers a serious injury, immediate action is taken to provide personal attention – from specialized nursing support to crisis management and counseling for your other staff.

Receive undivided attention when it's needed the most with ICW Group's Claims Triage Team!

LEARN MORE AT:
icwgroup.com/claims

ENSURING SUCCESS

Focusing on your optimized experience is vital to ensuring the best results. Before your claim is transitioned to the Claims Examiner Team, you can expect these steps are complete:

- Medical care coordinated
- Claim thoroughly investigated
- Benefits processed
- Nurse support secured