

# YOUR ROAD TO SUCCESS

## ICW GROUP WORK COMP CLAIMS

### *From First Report to Return to Work...*

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!

#### Get Help



When your employee is injured, first make sure they get the medical treatment they need.

#### Call to Report



Call our **First Notice of Loss** hotline to report the injury. We'll walk you through submitting all the necessary information.

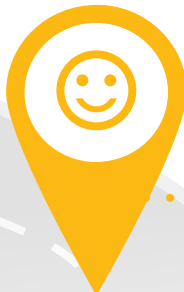
**Call 844.442.9252**

#### Claim Triage



Your specialized **Claims Triage Team** gives your claim undivided, focused attention during the most critical period – the first fourteen days. See "*Specialized ICW Group Claims Triage Team*" page.

#### Claim Care



Your **Claims Examiner Team** continues to guide you and your injured employee through all facets of your claim, including medical care, coverage and timely benefit payments.

#### RTW Program



Getting your employee on the road to recovery and back to work is our primary goal. When they're hurt, you want them to get better and so do they!

### *Driving Successful Claim Outcomes*

ICW Group's proactive claims strategy helps you avoid unnecessary delays and expense. We're driven to deliver the best care for your employees, improve claim outcomes and help you prevent escalating claims costs.

2021 Claims Journey\_rev123021

For more claims information, visit [icwgroup.com/claims](https://icwgroup.com/claims)

# Specialized ICW Group Claims Triage Team

## Maximizing the First 14 Days



### CLAIM TRIAGE

The first two-weeks 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.



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.



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).



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.



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.

## 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 and nurse support secured.

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