

Internal Claims Management

Yes No

1. Are managers / supervisors trained on reporting procedures?
2. Is someone responsible for filing DWC-1's & 5020 reports with the insurer?
3. Does someone conduct internal written accident investigations?
4. Is there a liaison with the medical clinic?
5. Is a "First Aid Program" in effect?
6. Does someone periodically follow up with injured employees?
7. Is modified / alternate work available?
8. Has a medical facility been screened & selected for all locations?

Insurer Claims Management

Yes No

1. Do you know your claims examiner / claims contact?
2. Are claims reporting procedures clearly defined?
3. Is your employee contacted promptly after an injury?
4. Are written claims status reports received on regular intervals?
5. Are you advised of significant reserve changes?
6. Are you treated as a "partner" in the claims process?
7. Is an Early Return to Work program in place?
8. Do you know how a suspected fraud case is handled?
9. Do you have access to electronic claims information on line?

Loss Control / Loss Prevention

Yes No

1. Is there an employee primarily responsible for safety?
2. Is a safety incentive program in place?
3. Are employees formally trained?
4. Is the employee training documented?
5. Are loss control visits conducted by your insurer?
6. Are loss control visits specific to identified needs?
7. Have loss control visits added value to your safety program?
8. Has a safety checklist been developed?
9. Are regular, internal, safety inspections performed?
10. Are the inspections documented?
11. Are industrial hygiene services available from your carrier?
12. Does your company have a safety committee?

Compliance

Yes No

1. Is an OSHA log maintained?
2. Is a written safety program in place per SB198?
3. Is the safety plan customized to your operations?
4. Is the safety plan being complied with?

5. Are MSDS sheets maintained and available?
6. Are all machines guarded?

Broker

Yes No

1. Have performance expectations been established?
2. Does / will your broker get involved in claims issues?
3. Is your broker familiar with claims issues?
4. Is your experience modification calculated prior to Bureau release?
5. Has your broker kept you informed of important legislative issues?
6. Has your broker proposed a plan for you for the year?
7. Are claims reviews conducted?
8. Is a Unit Statistical claims review conducted? (X-Mod)