

Sample Claims Management Responsibilities

Designate primary and secondary claims management coordinators.

Ensure that claims management coordinators are well trained in all job duties.

Establish relationship with BWC claims specialists, MCO case managers, TPA representatives, and medical providers.

Distribute MCO and claims reporting information to all employees.

Ensure that injured workers have safe transportation to/from medical providers.

Maintain current copies of job descriptions and physical demands assessment for each job.

Provide injured workers with packets of forms and information to take to medical provider.

Maintain regular contact with injured worker and assist as needed.

Develop and establish a formal transitional work program, including transitional work agreements, to facilitate effective and efficient return to work.

Ensure prompt communication and routing of claims information to MCO.

Ensure that preferred medical and health care providers have a clear understanding of regular job duties/physical demands and potential modified duties.

Ensure that supervisors and injured workers are knowledgeable of and comply with restrictions and modified duty agreement.

Conduct regularly scheduled follow-up with injured worker, supervisor, physician, and MCO case managers.

Communicate regularly with TPA or BWC personnel employer service representative to ensure that effective cost containment strategies are being utilized.