

Property & Casualty Workers' Compensation Claims Journey & Micro-engagements™

First Notice of Injury

- Telephonic
- Email
- Online
- · Notice from:
 - Employer
- Employee
- Doctor
- Attorney

Claim Intake

- Acknowledgement
- Claim process FAQ
- Provider network

Broker

Employer

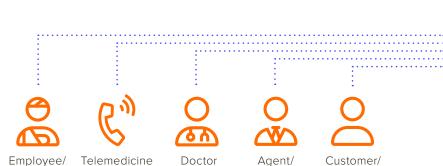
- · Medical authorization e-sign
- · Discharge report upload
- Wage statement request
- · Schedule call with claims adjuster

Claim Assessment

- Treating physician report request
- Wage statement reminder
- Approval with benefits explanation
- Direct deposit enrollment
- Return to work timing
- Job description request
- · Schedule call with claims adjuster

Claim Management

- · Weekly benefit alert
- Next office visit follow up
- Current medical report request
- · Light duty inquiry
- Return to work reminder
- Return to work confirmation
- · Schedule call with claims adjuster





Claimant