

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
- 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

