

Step Five of the Ten Step Business Plan

Timely Notification of Claims

Employers must report each claim immediately to their managed care organization (MCO), which will then report the claim to BWC within 24 hours. When an injury occurs, first arrange for medical care for the employee. Secondly, you should investigate and document the facts of the claim, and then report the injury to your MCO.

Reporting claims quickly:

- Demonstrates care and concern for the employee;
- Prevents delays and/or confusion in the claim process;
- Lessen the potential for fraud or abuse;
- Reduces the potential for needless litigation.

The timely reporting of claims allows you to:

- Establish an open line of communication with the injured worker;
- Provide appropriate benefits to the injured employee on a timely basis;
- Develop accurate information to manage the workers' compensation claim.