

# Eye on SAFETY



## HISIG CLAIMS REPORTING GUIDELINES

Prompt and complete claims reporting is essential for the overall reduction of claims costs. Workers Compensation claims are highly regulated. Fines can be levied from the state for late payments or lack of required paperwork. It is imperative that all HISIG members report any industrial accidents to CCMSI, your claims administrator, on the day of the injury if possible. Paperwork including the 5020 form, the accident investigation form and evidence the DWC-1 was provided to the employee (such as the bottom portion of the Employer's copy) should be provided to CCMSI within 5 days of the report of injury.

### TRAIN YOUR SUPERVISORS

Whenever any staff member is working there should be someone available to respond to an accident. Responsible supervisors should know where to send an injured employee, what forms to fill out or give to the employee, and where to send the forms. They should also know where to find the phone numbers for CCMSI.

### GET TO KNOW YOUR CLAIMS STAFF

Deborah Ancona, your claims examiner, and claims manager Julie Waters are available to answer any questions regarding, new, ongoing, or closed claims. Communication regarding injured employees is very important for the claims examiner. When you let your examiner know when an employee has returned to work or their thoughts on their treatment, it assists the examiner in adjusting the claim or moving it towards closure.

#### CCMSI

1800 Sutter, Box 29  
Concord, CA 94520  
(925) 685-0653  
Fax (925) 685-0725



### WHEN FILING A CLAIM

- The DWC-1 must be given to the employee within one working day of notice. Forms should be sent First Class mail if not given in person.
- Refer to your HISIG handbook in the claims section for detailed instructions on filling out specific forms.
- Delayed claims reporting costs money. As mentioned before, late reporting can lead to fines which increase the overall cost of the claims. Additionally late reported claims cannot always be handled as efficiently because of regulatory constraints, such as what doctors an injured employee can see. A delay in reporting a claim can increase the total cost of the claims by 10% – 20%.

