

TeleClaim

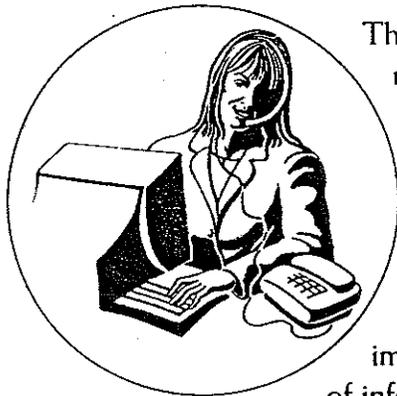
How to Report a Work-Related Injury

One of your employees has been injured at work. How do you take control of the situation?

In the event of a medical emergency, have the employee seek immediate care at the nearest emergency medical facility.

- 1 Get the facts regarding the injury.**
- 2 Obtain the employee's personnel file, whenever possible.**
- 3 Gather the information listed below BEFORE calling TeleClaim.**
- 4 Call TeleClaim the same day as the accident. TeleClaim is available 24 hours a day, 365 days a year at 1-800-327-3636.**

Information You Need Before Calling TeleClaim



The more information you have *before* placing the call, the less time the call will take.

The four most important pieces of information you

should have before calling TeleClaim are your:

Account Number: _____

Parent Company Name (or Program Name): _____

Policy Number: _____

Location Code: _____

What is the gender and marital status of the injured employee?

How many dependents does the injured employee have?

What is the date of hire and date in current position of the injured employee?

What is the injured employee's hourly or weekly wage?

What was the cause of the accident (slip & fall, struck by an object, etc.)?

What type of injury did the employee experience (pulled muscle, laceration, etc.)?

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The TeleClaim representative will also ask for the following information about the injured employee:

What is the name, date of birth, address and phone number of the injured employee?

What is the Social Security number of the injured employee?

TeleClaim

The only number you need to report a work-related injury

1-800-327-3636

Account Number: _____

Parent Company Name (or Program Name): _____

Policy Number: _____

Location Code: _____





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Claim Management and Managed Care Arrangements

TELECLAIM

Available to you 24-hours-a-day, TeleClaim accepts loss reports via telephone (1 - 800 - 327 - 3636) or through automated interface. A short call will satisfy your loss reporting requirements and will trigger claim management activities by providing appropriate care referral services.

CLAIM MANAGEMENT

Below is a list of where your claims will be handled depending on the service needed:

Workers' Compensation Claim Center

Hartford WC Claim Center
55 Farmington Ave. Suite 301
Hartford, CT 06115

Contact: John Retartha, Director
Phone: 866-542-3330
Fax: 860-520-2288

All Other Lines (AOL) Claim Center

Shelton AOL Center
2 Armstrong Road
Shelton, CT 06484

Contact: John Hale, Director
Phone: 800-766-9119
Fax: 800-551-4920

Medical Only WC Claim Center

Syracuse Medical Only Claim Center
300 South State Street
Syracuse, NY 13202

Contact: Mary O'Connor, Manager
Phone: 800-962-8867
Fax: 315-385-5121

CASE MANAGEMENT

The Hartford offers a Case Management continuum for all our standard network arrangements that specializes in focusing care on a case-by-case basis. Case managers are set up in the areas of Telephonic Case Management, Utilization Management, High Exposure Case Management, Field Case Management, and Vocational Management. This assures the employer and injured worker appropriate care, ongoing medical and disability management, and a timely Return-to-Work®.

MEDICAL NETWORKS

Our network partners are selected for their ability to deliver appropriate care and services from credentialed providers.

Network Arrangement

Health Net, 1 Far Mill Crossing, Shelton, CT 06484 is both the standard and state-certified network in Connecticut. This network has all 37 CT hospitals and 7,699 physicians available.

MEDICAL BILL REVIEW

All medical bills are reviewed for potential savings in our Medical Bill Processing Center, P. O. Box 4787, Syracuse, NY 13221.



TELECLAIM

How To Report A Work-Related Injury Through TeleClaim

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|----|---|
| 1) | Get the facts regarding the injury. |
| 2) | Obtain employee personnel file whenever possible. |
| 3) | Gather information listed below to expedite your call. |
| 4) | Call 24 hours a day, 365 days a year at 1-800-327-3636. |

What Information To Gather Before Placing Your Call

During your TeleClaim call, you will be asked questions similar to those on the first report of injury, such as those listed below. The more information you have at hand, the less time the call will take - and the less need for follow-up. Phone reports generally last approximately 10 minutes.

Employer

- Company Tax ID Number
- Policy Number

Injury

- When/where/how injury occurred
- Type of injury (cut, burn, etc.)
- Exact part of body injured
- Names of witnesses
- Name and address of physician or hospital
- Anticipated return to work date

Injured Worker

- Name and address of injured
- Social Security number
- Age/sex/marital status
- Number of dependents
- Date of hire/years in current position
- Wage information

(CUT ALONG THE DOTTED LINE)

How TeleClaim Will Speed the Process

- o Gathers all necessary information over the phone - eliminating the need for you to complete and submit any claim forms.
- o Generates any required First Report of Injury notice according to state guidelines
- o Forwards First Report of Injury to the state, your corporation, and the appropriate Hartford Claim Office.

TeleClaim

The only number The Hartford customers need to report workers compensation losses:

1-800-327-3636

Company Tax ID # _____

Policy # _____



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Information You Need Before Calling TeleClaim (cont'd)

Where was the injured employee treated (name, address, phone number of medical provider or facility)?

Did anyone witness the accident? Who?

When did the accident take place (time, date)?

When was the accident reported to you, and by whom (time, date)?

Do you have any reason to question this injury?

What are the estimated number of days the employee will lose due to injury?

What is the estimated date of return to work?

TeleClaim Can Offer Network Providers

Upon request or at the time of injury, our TeleClaim representatives can supply you with the name and address of network providers in your area capable of treating your employee's work-related injuries.

TeleClaim Will Expedite the Loss Reporting Process

Reporting the accident immediately through TeleClaim allows you to take control of the situation. TeleClaim accelerates the loss reporting process by taking the information directly over the phone — 24 hours a day, 365 days a year. Before the end of your call, you will receive a confirmation number. All information will be transmitted to the appropriate Hartford Claim Office. The claim representative's top priority is to investigate and resolve the claim — quickly and fairly. Research has proven that the earlier a loss is reported — the quicker the claim can be resolved — and the lower the overall claim will cost.