

J.A.H. Risk Management WORKCOVER CLAIMS MANAGEMENT



Our experienced can assist in the Return to Work for your injured workers.

We understand the importance of supporting employees and employers in this process and can provide advice on all WorkCover matters.

We offer several options that will suit your business, from one off advice over the phone to monthly reviews of your Claims management on an ongoing basis.

Claims Administration/Management Outsourcing

General fee for service claims management consulting is a service that JAH Risk Management provides and involves the following:

- Liaison with WorkCover Agent and other relevant key stakeholders
- Completing Claim Forms
- Monitoring medical and like expenses
- Disputing claims for compensation processes
- Responding to employees and management on all WorkCover issues
- Compiling WorkCover Statistics
- Preparing WorkCover compensation payments
- Monitoring claims and estimate costs
- Monitor return to work of injured employees

This service can be managed off site or on site at the employer's premises.

We will compliment the above with the implementation of a Best Practice Claims Administration/Management program, which will provide employers with the following

- Initial Needs Analysis
- Thorough Claims Review with Employer
- Initial claims review with WorkCover Agent
- Implement Return to Work Strategies with all injured employees with no capacity or a partial capacity for work
- Appoint preferred rehabilitation provider/s
- Develop Occupational Rehabilitation Program
- Identify employer Return to Work Co Ordinator

WORKCOVER CLAIMS MANAGEMENT



J.A.H. Risk Management WORKCOVER CLAIMS MANAGEMENT



- Provide focus groups for all management on employer WorkCover and Rehabilitation strategies
- Develop and implement an internal WorkCover Procedure guide
- Train internal WorkCover administrator on internal procedures
- Undertake reconciliation of all WorkCover payments and medical and like expenses
- Introduce preferred medical providers
- Train providers on employer commitment towards Workplace injury
- Half yearly audits on employer progress

This system once completed, will reduce the number of claims that will impact on your Workers Compensation premium, whilst minimizing all relevant costs associated with an injured employee.

Standard Letters & Forms

A major compliment of both the Occupational Rehabilitation Program and Claims Procedure Guide are the Standard Letters and Forms that are developed to assist employers in communicating with all relevant key parties. We also provide standard forms such as RTW Plans, formal job offer and claims administration monitoring checklists which enables the client to be completely confident that they are meeting their business objectives from a professional and legal perspective.

Duties Manuals

The alternative duties manual assists the client with a guide of all alternative duties that they have available for employees when they sustain a workplace injury or illness. This guide saves the employer in the future from contacting an external rehabilitation provider to undertake numerous worksite assessments.

Reconciliation of Compensation and Medical and Like Expenses

On a regular basis, all Victorian employers should undertake a reconciliation of all WorkCover payments made for medical and like expenses and weekly compensation with their WorkCover Agent to ensure they are reimbursed the correct monies at all times.

This service is charged at a fee for service rate or a percentage charge of 20% set against any monies that are outstanding and recovered.

Once this service has been undertaken, we will provide the employer with a resource tool that allows them to conduct this important function in-house, moving forward.



J.A.H. Risk Management WORKCOVER CLAIMS MANAGEMENT



Premiums Management

Many businesses are now focusing more on premium rather than proactive rehabilitation and claims management. We can support this clientele base by ensuring the following is managed effectively at all times:

- Workplace Industry Classifications are correct
- Yearly remuneration figures are provided to the WorkCover Agent
- Claims costs are accurate and justifiable
- Contractor Assessments are correct
- Workplace Splits are in place

Conciliation Attendance

When a WorkCover Agent makes an adverse decision or an injured employee is unhappy with any issue pertaining to their WorkCover claim, they have the right to attend the Accident Compensation Conciliation Service. We are able to attend the conciliation conference with the employer and provide advice as to the best outcome for all parties involved. These outcomes can have a significant impact on return to work and premium costs for all employers.

Contact **JAH Risk Management** for specific details for the services you require.

