

Step 5

Timely Notification of Claims

Requirements

Employers must report claims immediately to the managed care organization (MCO), which reports the claim to BWC within 24 hours. The employer will comply with all requirements for reporting claims to the employer's MCO as specified under the HPP rules.

Implementation

When an injury occurs, first arrange for medical care for the employee. Next, investigate and document the circumstances, and report the injury to the claim handler.

Reporting claims quickly:

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

Through timely reporting of claims, you:

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