

# ► Claims Process Timeline

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## **Get the Facts/Document the Injury:**

- Document the injury and its cause on the attached Accident Investigation Form after talking with the injured worker and witnesses.
- Take all necessary safety precautions, photograph the area of the accident and secure any object(s) that may have caused the injury.

## **Assist Your Employee in Obtaining Medical Attention:**

- Have your employee sign a copy of your Physician Panel list. Provide one copy to the employee and keep the other in your files.
- Give your employee a copy of the attached Physical Capacities Form and instruct them to immediately provide it to their doctor.
- For emergency care your employee should go to the nearest emergency room. Subsequent treatments should be obtained from a medical provider listed on your Physician Panel list.
- Contact Christine Curtis, Managed Care Manager, at CM Regent Ins. Co. at 844-480-0709 ext. 2339, if your school does not have a Physician Panel or you would like your current panel reviewed.

## **Contact CM Regent Insurance Company Promptly:**

- Report the injury online within 24 hours at [www.cmregent.com](http://www.cmregent.com). The attached Incident Reporting Form will assist you in the reporting process.
- Once the injury is reported, you will receive a confirmation number that is the claim number you will use when referencing the employee's claim.

## **Process Claim Forms:**

- You will receive an email from CM Regent Insurance Company acknowledging the claim and identifying the Claim Representative assigned to work with you and your employee.
- Notify the Claim Representative immediately if a Medical Only claim results in your employee missing more than seven days of work.
- You will receive a Statement of Wage form to be filled out and returned to CM Regent Ins. Co.
- All medical bills should be forwarded to: Careworks, 6000 Town Center Blvd., West Bldg., Ste. 305, Canonsburg, PA 15317 immediately.

## **Maintain Contact with Your Employee and the Claim Representative:**

- Contacting your injured employee on a regular basis after seven days of missed work is an important way to show your concern for their condition.
- You will want to understand the employee's status, what they have planned over the upcoming weeks and whether their situation has changed.
- CM Regent Ins. Co. will rely on you to provide relevant information that will allow us to properly handle your employee's claim.

## **Identify Return-to-Work and Transitional Work Options:**

- The completed Physical Capacities Form will assist you in determining the availability of transitional work for the injured employee.
- You, your Claim Representative and your employee should discuss the availability of transitional work, even before they are released to work.