

How to Report Your Workers Compensation Claim



To help make reporting your workers compensation claims easier for you and your staff, here's a reminder on what information you'll need to provide and Selective's contact information.

Contact the Selective Service Center to report your claim:

- Call us at **866-455-9969**. Representatives are available 24 hours a day, seven days a week.
- Visit us on the web at www.selective.com and select "Report a Claim" from the Customer Support Tab.

When reporting your claim, be sure to have the following company, employee, and accident information available to help streamline the process:

Company Information

- Policy Number
- Tax ID Number

Employee Information

- Name, address, phone number, date of birth, marital status, Social Security number, and dependent information
- Date of hire, occupation, department, the name of the employee's supervisor, and salary information

Accident Information

- The date, time, and location of the accident
- The time the employee began working on the date of the accident
- A description of how the loss occurred and any potential witnesses
- The nature of the injury
- The treating physician or clinic's name, address, and phone number
- The date the loss was reported, the last day the employee worked, the date the employee returned to work, the date employee disability began
- If the injured employee was paid in full for the date of injury

If you have any questions, contact your agent or call the Selective Service Center to talk to a customer representative. For more information on why it's important to report your claims in a timely manner, flip over this flyer.



Response is everything.

www.selective.com

The Importance of Reporting Your Claim on Time



To help resolve your workers compensation claims quickly and make it easier on you and your staff, you should report your claims immediately.

Here are some reasons why reporting your claims on time is so important:

- The adjuster has more time to investigate the claim, and the facts of the loss will still be fresh in everyone's minds.
- Decisions on compensability can be made promptly.
- Red flags can be reviewed.
- Early return to work can be addressed.
- Losses caused by other parties can be investigated, and the evidence can be preserved to maximize future recoveries.
- A relationship with the injured worker can be established by the adjuster and a nurse case manager.
- Prompt explanation and payments of benefits owed to the employee can begin, reducing attorney involvement.
- Where permitted, medical treatments can be directed to our panel of physicians or Preferred Provider Organizations, who can provide discounts. Additionally, prescriptions can be directed to our pharmacy network with no out-of-pocket cost to the injured worker.
- Medical providers can be contacted promptly and instructed on where to send bills.

Prompt reporting of an incident is crucial to keeping your claims costs down, having satisfied employees and reducing the chances that the accident will result in a lawsuit.

Questions?

If you have any questions, contact your agent or call the Selective Service Center at **866-455-9969** to talk to a customer representative.

For more details on what information you'll need to provide if you have a claim and who to contact at Selective, flip over this flyer.



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