

USIS, Inc.

Florida Rural Electric
Workers' Compensation
Claims Handling Review

Introductions

- Terri Snapp – Claims Manager
- Amy Krietemeyer – Field Case Manager

REPORTING CLAIM

- Location reports the claim to USIS via web site
- Processing sets up claim
- Places claim on Adjuster and Supervisors Diary

SUPERVISOR

- Supervisor completes instruction note to adjuster
- Looking for any Red Flags/Subro
- Places on a diary to verify claim filed timely with EDI
- Places on Supervisor diary every 30, 60 and 90 day review
- Reviews and authorizes reserves
- Approval of closures

ADJUSTER

- Reviews First Report of Injury
- Makes 3 Point contact (Employer, Employee & Provider)
- Verifies work status – issues Indemnity check
- Request Wage Statement from Employer

ADJUSTER


- Authorizes medical care
- Assignment of Field Nurse
- Approves medical payments
- Updates file notes
- Evaluates for reserving
- Pursues MMI for closure

MODIFIED LIGHT DUTY

- Employee released to return to work with restrictions
- Locate job within the employee's restrictions

RESERVING

- A reserve is the monetary value established on each claim
- There are many elements of reserving a claim
- Adjuster completes worksheet with reserve recommendations
- Supervisor reviews/approves reserves



Thank You