

ONCE A CLAIM HAS BEEN FILED

Tips From LWP Claims Solutions

Gather Information & Preserve Evidence

The most effective investigations are conducted immediately after an incident occurs. Witnesses are still available, facts are fresh on witnesses' minds, and evidence is still at the scene. It is very important to take the necessary steps to gather information and to preserve any evidence (i.e. a broken chair or machine part). It is particularly important to gather witness information any time an injury involves a motor vehicle, a machine, or occurs at a location other than the normal workplace. In those cases, it may be possible to LWP to recover our payments from another party, thus reducing your loss experience.

Actively Communicate With Your Employee

Sustaining a workers' compensation injury can be a stressful event for both the employee and employer. Employees are often worried about their income and job security, in addition to their physical recovery. Employees who must stay home from work can quickly become isolated from their coworkers and managers and can become discouraged about the likelihood of their return to work.

Regular calls and support from an employer can be the most important therapy for an injured worker. It is important the employee feels that his/her employer wants him/her to return to work, and misses him/her while he/she is away.

Actively Communicate With LWP

Immediately after the injury, it is important that we have the benefit of your investigation of the facts, including witnesses and any possible third parties (i.e. machine manufacturers, other drivers, etc). This information will become the foundation for our own investigation, during which we will look for information to confirm the compensability of the injury, establish the damages, identify any responsible third parties, and begin our efforts to reduce costs as much as possible.

As the claim progresses, it is important that you continue to provide us with any additional information you might learn. This information can include the employee's interest, and his/her performance during the employment. This information will be very helpful in arranging a successful return to work, and to finalizing the claim as quickly and cost-effectively as possible.

Please send us a copy of any of the following documents you may receive:

- Notice of Hearing or Application for Adjudication of claim
- Letters, subpoenas or forms from attorneys or representatives of injured worker
- Letters or forms from any State or Federal Agencies
- Letters, telephone calls or complaints made by injured worker or others
- Any notices or citations received from CAL OSHA
- Any reports or disability slips received from an injured worker's physician
- All inquires for information relative to Workers' Compensation benefits

We will also need to be contacted when:

- An employee is released by the physician to return to work or returns to work.
- The employee goes off work again due to the same injury or illness.
- The employee is not entitled to holiday pay or the school schedule is off-track or on break.
- Any time the employee's work schedule changes.