



## Reporting a Claim and Providing Essential Claim Information

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Debra McNavish, Customer Service Executive  
Zurich Global Corporate



## Reporting a Claim Website www.zurichna.com



Global Websites | Locate a Claim Handler | Report a Claim | Claim Information

Home Solutions Online Services Contact Us Help

**Report a Claim**

- Automobile
- Liability
- Property
- Workers Compensation
- Zurich Industry Forms
- Claim Information
- Claim Handler Locator

**Welcome to Online Claims**

To make the reporting process as simple and convenient as possible, 24 hours a day, 365 days a year, Zurich North America provides several ways to report claims.

Reporting your claim

- Online Form (Select from the left)
- Phone: 1-800-987-3373
- Fax: 1-877-962-2567
- Mail: [Zurich North America Claim Office address list](mailto:USZ_CareCenter@Zurichna.com)  
Email: [USZ\\_CareCenter@Zurichna.com](mailto:USZ_CareCenter@Zurichna.com)

- It's important to provide detailed loss information to assist in the claim handling process

- The completed claim form will be sent to the [Care Center](#) for registration and claim office assignment

- A claim confirmation will be sent to you with the email provided acknowledging receipt of claim

- [Claims Frequently Asked Questions](#)

## SAWC – Internet/Web Reporting Preferred

Internet reporting – quick and easy



1. Go to our Web site at [www.zurichna.com](http://www.zurichna.com)
2. Click ZNA Online Claims.
3. From the left navigation menu, select Workers Compensation
4. Follow the simple prompts  
Essential information has an asterisk \*
5. Submit

3

## Web Reporting – Looks like this!



Zurich in North America

Home

Solutions

Online Services

Contact Us

Help

Home - Report a claim

- Its important to provide detailed loss information to assist in the claim handling process
- The completed claim form will be sent to the Care Center for registration and claim office assignment
- A claim confirmation will be sent to you with the email provided acknowledging receipt of claim

Worker's Comp - Report a Claim to Zurich NA

Insured

Insured Name  *	<input type="text"/>
Policy Number	<input type="text"/>
FEIN	<input type="text"/>
Fax	<input type="text"/> (nnn)nnn-nnnn
Site Code	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text" value="USA"/>
	State <input type="text"/>

4

# Web Reporting via Risk Intelligence



Welcome Debra McNavish  
Data as of 08/11/2015

Home Interactive Analysis Reports Designer Report Builder RI Express RI Canada RiskACCESS RiskImage

**Claimant Search**  
 Claim Number Search  
 Claimant Name Search  
 Last Name First Name Search

**Account Info**  
 (State of West Virginia, Office of Insurance)  
 Edit User Preference

**Loss State Activity By Claim Count - Last 45 Days**  
 WC AUTO GL  
 Claim Count Paid Total Incurred Total  
 Overall Selected  
 State WV 197 202  
 Claim Count 202 202  
 Percentage of Claim Count for WC Paid Total \$82,871 \$82,871  
 Incurred Total \$607,983 \$607,983  
 No Avg Total \$3,307 \$3,307

**Workers Comp Top 10 Accident Groups by Claim Count - Last 45 Days**  
 Claim Count Paid Incurred Incurred Avg  
 Grid  
 Strain  
 Fall, Trip, or Slip  
 Shock or Injured By  
 Miscellaneous Cause  
 Cut, Puncture, Scrape  
 Motor Vehicle  
 Striking Against or Site  
 Caught In, Under, or Be  
 From Caustic, Toxic, No  
 Burns-Scald, Heat, Elec

**General Liability Top 10 Accident Desc by Claim Count - Last 45 Days**  
 Claim Count Paid Incurred Incurred Avg  
 There is no applicable claim data at this time.

**Currently Valued Claims Activity for Last 45 Days**  
 Total WC AUTO GL  
 Claim Count Paid Incurred  
 Opened 242 \$32,571 \$467,091  
 Closed 234 \$1,134,799 \$1,132,811  
 Re-Opened 6 \$45,273 \$86,811  
 Claims with Pay... 591 \$1,790,001 \$0

**Quick Links**  
 Webstar  
 Report a Claim  
 C. a. a. \* Directory Online  
 First Report Online™  
 eTransition  
 Adobe Flash Link

**Alerts**  
 Quick Access to Loss Run Report

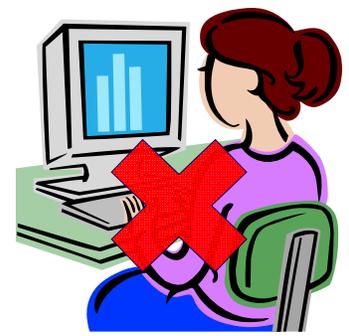
**Logins**  
 User Id Go

# Reporting

If you don't have internet access



- Phone  
1-800-987-3373
- Fax  
1-877-962-2567



## Essential Information



### For Zurich:

- Accuracy – phone numbers; site codes and contact names
- Policy number - WC 9314081-04
- Wage Information
- Work Status
- Date disability began



### For the Injured Worker:

- OIC-1/SAWC-1 - Non-emergency situation provide a OIC-1/SAWC-1
- HealthSmart Materials

7

## Managed Care and HealthSmart



[www.zurichna.com](http://www.zurichna.com)

- Click on Online Services
- Click on Customers
- Click on Zurich C.a.r.e.® Directory Online



**Zurich C.a.r.e.® Directory Online**

[Address Search](#) [Quick Search](#) [Name Search](#) [Region Search](#) [Med Info Guide](#) [View Archives](#) [CA MPN Roster of Treating Physicians](#) [Provider Nominat](#)

Welcome to Zurich's C.a.r.e.® Directory Online provider directory. Workers' compensation customers, brokers, and injured workers can access the preferred provider directory of hospitals, physicians, and related services that are part of our managed care networks nationwide. If you need personal assistance, please call 866-732-5342.

Please choose from one of the following selections to view or print a directory:



8

## Providing Essential Information



After the first report of injury

- Promptly provide wage statement
- Participate in the investigation; Accept our calls
- Witness statements, internal accident reports, and accident site photos
- Third party documentation - contracts, leasing agreements
- Second job?
- Job descriptions
- Light Duty Availability
- Election of Option Form

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9

## Timely Reporting



Some Major Benefits

- Provide Quality Care
- Expedite healing and an earlier return to work
- Contain cost of lost time and medical care
- Detect “warning bells and whistles”
- Obtain and preserve key evidence and witnesses
- Recognize Fraud
- Avoid complaints and potential penalties



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10

## Providing Essential Information



### Red Flags!!

- Delayed reporting by the injured worker
  - \*Reporting after the weekend or vacation
  
- You suspect claimant is involved in sports activities/hobbies
  
- Unwitnessed events could be suspicious
  - \*Accidents where the injuries/accident mechanism are not consistent
  
- Accidents filed in conjunction with:
  - New hire
  - Disciplinary action
  - Reduction in force
  - Retirement
  - Probation period
  - Summer vacation or holidays

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11

## Key Points



- File your reports as soon as possible
  
- If you don't know all of the facts, don't hold up the report
  
- OIC-1/SAWC-1; HealthSmart
  - View SAWC website for more information
  
- A good internal investigation - take photos and or statements
  
- Preserve evidence
  
- Partner with us! Ongoing exchange of information.

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12

# Questions ?

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# Thank you

Pittsburgh Casualty  
[zurichna.com](http://zurichna.com)

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