

ACCLAIMANT KNOWLEDGE NETWORK

Strategic Partnerships: An Approach to Avoid, Control & Win in Workers' Compensation Litigation

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STRATEGIC PARTNERSHIP

Strategic Partnership

- What is it?
- Purpose/Benefits
 - Building process to monitor claims through lifecycle
 - Better advocacy
 - Better outcomes (with and without litigation)
 - Perception and reputation



Knowledge and Understanding: Building the Relationship & Sharing Information

- Clients
- TPA
- Attorney





**BUILDING THE
INFORMATION BASE**

Investigation Process

Checklist

- Job Specifics
 - Hiring Contract
 - Personnel File
 - Specific of Job and Job Duties
 - Driver Logs
- Reporting Process Followed
 - Formalize a Process
 - Forms That Need to Be signed
- Know Your Dates
- Statements
 - Supervisors/Managers
 - Employee
 - Witnesses/Co-Workers
- Video
 - Before and After Work Incident!
- Documentation Concerning Incident
- Pertinent Policies/Procedures
 - Authorized Breaks; Shift Times
 - Specifics of Work
 - Handbook (signed acknowledgments!)
 - Trainings (signed acknowledgments!)
- Data Programs (i.e. GPS)
- Internal Investigation/Police Reports
- Drug Testing/BAC Testing
- Prior Injury Investigations
 - HIPAA Releases
 - ISO Search

Building the Information Base

- Investigation Process
 - Faster compensability determinations
 - Compressing claim by faster info sharing
- Understanding of Claims Generator
- Strategies to Reduce Claim Frequency
 - Behavioral
 - Procedural





PERCEPTION & ADVOCACY

Perception & Advocacy

- Perception is Everything!
- Nurturing Process
 - Supervisor trainings
 - Employee interactions
 - Providing the best treatment & care
- Return to Work Programs
 - On site
 - Funded employment
- Supported Employees Never Sue
- Building a Reputation





LITIGATION SUCCESS

Litigation Success

- Develop Method to Investigate Claims & Make Compensability Decisions faster
- Prepare for Litigation





THANK YOU

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