



CLAIMS MANAGEMENT

Workers' Compensation Claims ARE NOT a cost of doing business. If this statement surprises you, you will benefit from attending the MSA Claims Management workshop.

The message? No matter how safe companies try to make the workplace, no matter how carefully they try to hire, work injuries happen. There will inevitably be situations that pose challenges for employers, however; advance preparation is the key to successful claims management.

By pro-actively preparing for such occurrences, businesses can both reduce the number of work place injuries, and efficiently return the worker to the job in a safe and timely manner. Participants learn: the responsibilities of the employer, the employee and the physician during the process; the importance of regular communication with the WCB and the injured worker; how to develop an effective return-to-work plan.

Comments from attendees substantiate the notion that WCB manages the claim. In reality, the employer controls who is absent from the workplace. Feedback has also suggested safety awareness within organizations has been heightened, with the goal of reducing frequency and duration of injuries becoming a priority. Companies have seen the need to review their safety program. And, armed with the processes presented, managers/supervisors are able to make the best decisions for their employees, and their businesses.

Effective claims management means:

- Learning from the incident to ensure it doesn't happen again.
- A decrease in costs associated with claims – costs affecting the “bottom-line”.
- Workers feel supported by management's willingness to get them back on the job.
- A positive work environment resulting in increased productivity.

Further information regarding other services MSA provides to its' members may be viewed on the website: www.motorsafety.ca or by speaking directly to one of the Safety Advisors at 306-721-0688.