

## A Quick Guide to Claim Reporting

- If emergency treatment is necessary, seek medical attention immediately.
- Report claims within 24 hours of the injury.
- The injured worker should never call in his or her own report. If you are unfamiliar with claims reporting, it is best to "phone in" the claim to 1-866-427-3767. Report as much information as you have. It is important to get the process started. You can supply additional information at a later time. To prepare for the call a preparation form is available.
- An entity can file a minor claim as an "incident only" (IO). To qualify, the following conditions must be met:
  1. No claim for compensation is filed by the employee. (Claimant has not hired an attorney.)
  2. Medical costs may not exceed \$1,000 and must be paid "out of pocket" by the entity.
  3. The employee must return to work within the first 3 scheduled work days (following the injury) that the employer is open for business.

The entity must report each and every injury whether it is an "incident only" or a claim. If you are calling in the injury that you want filed as an "incident only" be sure to verbally communicate that. If faxing or sending electronically, clearly mark "incident only" at the top of the form.

- For further assistance, call Diane Bauer (Gallagher Bassett senior claims adjustor) at (800) 333-6137 ext. 246.

This is a quick guide to get you started. You need to know more about claims administration than what is covered in this note. Log on to [www.mocounties.com](http://www.mocounties.com), click on Workers' Comp Trust, and again on "Member Services." Consult the Administrative Manual located in the password protected section of the website. If you don't have the username and password, please contact Bob at the MAC office ([bholthaus@mocounties.com](mailto:bholthaus@mocounties.com)) or 573-634-2120).