

Workers' Compensation Claims Process Timeline

1. Get the facts/document the injury:

- Document the injury and its cause on the attached **Accident Investigation Form** after talking with the injured worker and witnesses.
- Take all necessary safety precautions, photograph the area of the accident and secure any object(s) that may have caused the injury.

2. Assist your employee in obtaining medical attention:

- Have your employee sign a copy of your **Physician Panel List**. Provide one copy to the employee and keep the other in your files.
- Give your employee a copy of the attached **Physical Capacities Form** and instruct them to immediately provide it to their doctor.
- For emergency care, your employee should go to the nearest emergency room. Subsequent treatments should be obtained from a medical provider listed on your **Physician Panel List**.
- Contact **Christine Curtis** at CM Regent Insurance Company at 866-402-6600 x 7244, if your school does not have a Physician Panel or you would like your current panel reviewed.

3. Contact CM Regent Solutions promptly:

- Report the injury online within 24 hours at CMRegent.com. The attached **Incident Reporting Form** will assist you in the reporting process.
- Once the injury is reported, you will receive a **confirmation number** that is the claim number you will use when referencing the employee's claim.

4. Process claim forms:

- You will receive an email from CM Regent Insurance Company acknowledging the claim and identifying the **Claims Representative** assigned to work with you and your employee.
- Notify the **Claims Representative** immediately if a **Medical Only** claim results in your employee missing more than seven days of work.
- You will receive a **Statement of Wage** form to be filled out and returned to CM Regent Insurance Company.
- All medical bills should be forwarded immediately to:
MCMC, 333 Technology Drive, Suite 108, Canonsburg, PA 15317

5. Maintain contact with your employee and the Claims Representative:

- Contacting your injured employee on a regular basis after seven days of missed work is an important way to show your concern for their condition.
- You will want to understand the employee's status, what they have planned over the upcoming weeks and whether their situation has changed.
- CM Regent will rely on you to provide relevant information that will allow us to properly handle your employee's claim.

6. Identify return-to-work and transitional work options:

- The completed **Physical Capacities Form** will assist you in determining the availability of transitional work for the injured employee.
- You, your **Claims Representative** and your employee should discuss the availability of transitional work, even before they are released to work.

