

## The Benefits of Prompt Claims Reporting

Republic's Medical Provider Network (MPN) will get your injured workers medical care access right away:

- Early, appropriate medical care speeds recovery.
- Faster recovery means more motivation to return to work.
- Faster recovery reduces claims costs.
- Faster recovery minimizes loss of productivity for your business.

*You can access our Medical Provider Network at [TalisPoint.com/RI](http://TalisPoint.com/RI) or call 877-854-3353 for a doctor/clinic closest to your business.*

Republic can more quickly process claims, address your employee's needs, and earn their trust:

- Our California-based claims professionals promptly contact injured workers to answer their questions and encourage phone and email contact about medical care, lost income, and future needs — facilitating the prompt payment of benefits when due.

Republic can gather evidence to defend litigated claims:

- Experienced claims professionals and staff phone investigators can quickly collect vital information to more effectively defend your claims.

# Republic Indemnity®

Workers' Compensation  
Insurance Specialists

## Reporting a Claim

**5 Ways 5 Days**

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[RepublicIndemnity.com](http://RepublicIndemnity.com)

For an employee, a job-related injury can range from a minor, temporary inconvenience to a major, life-changing event. Whatever its extent, the injury triggers several responses on the part of the employer including the following:

- Provide first aid treatment, when necessary;
- Assess whether treatment beyond first aid is needed;
- Exercise right of medical control when additional treatment is required and where statutes allow; and
- **Report all injuries requiring the assistance of a physician and for which medical treatment costs are incurred to Republic Indemnity.**

***When reporting new claims, choose the method that works best for you...***

### 1 Fax 818-789-7286

Fax is our policyholders' most popular method for quickly reporting new claims. Incoming new claim faxes are processed in our Los Angeles (Encino) home office for all of our California servicing branches.

### 2 Email riclaims@ri-net.com

Another popular method for reporting new claims is to save or scan your completed claim form and email to Republic Indemnity at riclaims@ri-net.com.

While you can fax or email anytime, claims will be processed during regular business hours, Monday-Friday.

### 3 Online RepublicIndemnity.com

Given tight time restraints to comply with various statutes and regulations, we also encourage you to report new claims online via our secure policyholder website at **RepublicIndemnity.com** (refer to your policy claims kit for registration instructions for our secure policyholder website or email us at **marketing@ri-net.com** for more information).

### 4 Phone 888-336-7569

Many of our California policyholders appreciate the convenience of reporting new claims via our 24/7 call center at 888-336-7569. During regular business hours, Monday-Friday, you may also call us directly at 800-821-4520, Option 1, to report new claims.

### 5 U.S. Mail Republic Indemnity Co. P.O. Box 20036 Encino, CA 91416-0036

Due to the uncertainties of mail delivery, less than 10% of our new California claims are reported via U.S. mail.

*Need a California Workers' Compensation Claim Form, New Hire Pamphlet, or Posting Notice? Visit our Republic Indemnity website at RepublicIndemnity.com.*

*You'll find a variety of "fillable" PDF forms available on our website under "Claims Resources," which you can complete online and save to your PC desktop or "My Documents" folder.*

***No Login • No Password • No Problem***

It is our goal that your employees receive quality medical treatment and return to work in the shortest possible time. In order to achieve this goal, it is imperative that any injury be reported immediately.

The provision of timely benefits and communication of information will reduce costs including the unnecessary need for litigation.

#### **It's the Law:**

With the exception of "First Aid" claims, you are required to provide an injured worker with a DWC-1 Employee Claim Form within 24-hours of your knowledge of an alleged injury, even if the claim is questionable.

"First Aid" means any one-time treatment and follow-up visit for the purpose of observation of minor scratches, cuts, burns, splinters, or other minor industrial injury, which do not ordinarily require medical care.

Physicians who attend to an injured worker are required to file a Doctor's First Report of Occupational Injury or Illness with the insurance carrier on all claims including first aid claims [California Labor Code Sec. 6409(a)].

Any and all claims, including those involving first aid as defined in California Labor Code Sec. 5401(a), in which Indemnity or Medical Losses are incurred or Allocated Loss Adjustment Expenses are paid must be reported individually to the WCIRB.

**You are required to file an Employer's Report of Occupational Injury or Illness (Form 5020) within five days of every industrial injury or occupational illness for which medical treatment costs are incurred.**

**When you follow the law, you minimize the potential for fines and legal action.**

**Our Part** — Experienced claims professionals dedicated to handling your claims.

**Your Part** — Promptly reporting claims; choose the method that works best for you.