

Dear Insured:

West Bend is pleased to provide you with ...

- 1. Workers' Compensation reporting tips that are helpful when you must report a work-related injury.
- 2. Employer's First Report of Injury or Disease form.
- 3. Supervisor's Incident Report.
- 4. A description of our cost containment initiatives.

The following forms are also available and are helpful in returning your employee to work ...

- 1. **Job Analysis**. (WB 501) Use this form when working with the treating physician.
- 2. Attending Physicians Return to Work Recommendations Record. (WB 531) Send this with the injured employee to the initial treating doctor's appointment. You may ask the employee to return the form directly to you after initial medical treatment, or ask the doctor to fax it back to you.
- 3. **Return to Work Log.** (WB 603) Use this log as an efficient method to monitor and document the specific tasks your employees are performing while on light or modified duty.

We hope you find this information useful.

Sincerely,

Workers' Compensation Claim Department

WORKERS' COMPENSATION REPORTING TIPS

- ATTENTION-YOU MAY BE FINED IF YOU DO NOT REPORT ON THE JOB INJURIES PROMPTLY

If an accident occurs at your workplace, you must complete an Employers First Report of Injury form IMMEDIATELY and forward the form to us even if you don't have all the information about the injury. If the form isn't submitted to us soon after the injury occurs, you may be fined by the State.

When reporting an injury:

- Do not wait for medical bills.
- > Do not withhold or delay reporting the loss because you believe the claim is questionable. Reporting a loss is not an admission of liability.
- > Be sure to include your policy number on all correspondence you send to us.

You can report an injury by mail, phone, fax, or email.

Workers' Compensation Claims Department
West Bend Mutual Insurance Company
1900 S. 18th Avenue

West Bend, WI 53095

Phone: 800-236-5010, extension 5247

FAX: 262-334-6378

e-mail: directconnect@wbmi.com

General Questions:

Phone: 800-236-5004 or 334-6430 e-mail: wccentral@wbmi.com

Do not withhold the loss report for any reason. Send, fax, call, or e-mail it **IMMEDIATELY** after the injury occurs. **You may be fined** if the claims administrator cannot make the initial lost time payment because you failed to send the Employer's First Report of Injury on time.

If you fax or e-mail the report, please do not send it. If you need to notify your agent, please send your agent a photocopy of the report. Direct reporting saves time.

If you have any questions, please call your claims administrator.

HOW TO WRITE INJURY DESCRIPTIONS

The following instructions will help you avoid some common errors and save time when describing an injury on the First Report of Injury form.

For most accidents, you can describe what happened in one or two sentences. "He strained his lower back lifting a box." "She bruised her left knee when she fell on a wet floor." However, your descriptions must be specific. "Hurt back working" does not provide enough information.

Answer the following questions when describing an injury:

1. What part of the body was injured?

Lower back

Upper right leg

· Right forearm

· Third toe on left foot

2. How did the accident happen?

- Did the person fall?
- Did they twist their body as they got out of a chair?
- Were they moving or stationary when the accident happened?

3. Was the injured person carrying anything?

Even if it probably didn't cause the injury, we need to know if the person was carrying anything. For example, "Carrying broom, stepped wrong and twisted left ankle."

4. What specifically appears to have caused the accident?

If someone hurt their back lifting a box, say that. Don't say:

· Lifting a unit of material

· Lifting equipment

They hurt their back lifting product

Avoid jargon or trade names for equipment. Explain precisely what they were doing.

· Lifting an air conditioner

Carrying magazines

· Pushing a cart

· Bending over to pick up a wrench

If a machine caused the injury, tell us what kind.

A grinder

A shear

A hoist

Again, avoid jargon or trade names.

5. What injury appears to have resulted?

Strain

Bruise

Fracture

• Cut

Please be sure to include the injured person's birthdate or age and Social Security number. Also, indicate the geographical location of the accident (city, county and state).

EMPLOYER'S FIRST REPORT OF INJURY OR DISEASE

Fatal Injuries: Employers subject to ch.102, Wis. Stats., must report injuries resulting in death to the Department and to their insurance carrier, if insured, within one day after the death of the employee.

Non-Fatal Injuries: If the injury or occupational illness results in disability beyond the three-day waiting period, the employer, if insured, must notify its insurance carrier within 7 days after the injury or beginning of disability. Medical-only claims are to be reported to the insurance carrier only, not the Department.

Electronic Reporting Requirement: All work-related injuries and illnesses resulting in compensable lost time, with the exception of fatalities, must be reported electronically to the Department via EDI or Internet by the insurance carrier or self-insured employer within 14 days of the date of injury or beginning of disability. Employer may fax claims for fatal injuries to the Imaging Fax Server number on this form.

Department of Workforce Development Worker's Compensation Division 201 E. Washington Ave., Rm. C100 P.O. Box 7901 Madison, WI 53707-7901 Imaging Server Fax: (608) 260-2503 Telephone: (608) 266-1340 http://www.dwd.wisconsin.gov/wc e-mail: DWDDWC@dwd.wisconsin.gov

Provision of your Social Security Number (SSN) is voluntary. Failure to provide it may result in an information processing delay.

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04 (1)(m), Wisconsin Statutes].

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EMPLOYER AND INSURANCE CARRIER INSTRUCTIONS

The employer must complete all relevant sections on this form and submit it to the employer's worker's compensation insurance carrier or third party claim administrator within seven (7) days after the date of a work-related injury which causes permanent or temporary disability resulting in compensation for lost time. The employer's insurance carrier or the third-party claim's administrator may request that this form also be used to immediately report any injury requiring medical treatment, even though it does not involve lost work time.

For any work injury resulting in a **fatality**, the employer must also submit this form directly to the Department of Workforce Development **within 24 hours of the fatality**.

An employer exempt from the duty to insure under s. 102.28, Wis. Stats., and an insurance carrier administering claims for an insured employer are required to submit this form to the Department of Workforce Development within 14 days of the date of work injury.

MANDATORY INFORMATION

In order to accurately administer claims, each of the following sections of this form must be completed. The First Report of Injury will be returned to the sender if the mandatory information is not provided.

Employee Section: Provide all requested information to identify the injured employee. If an employee has multiple dates of employment, the "Date of Hire" is the date the employee was hired for the job on which he or she was injured.

Employer Section: Provide all requested information to identify the injured worker's employer at the time of injury. Provide the name and Federal Employer Identification Number (FEIN) for the insurance carrier or self-insured employer responsible for the worker's compensation expenses for this injury. Also identify the third party claim administrator, if one is used for this claim.

Wage Information Section: Provide the information requested regarding the injured employee's wage and hours worked for the job being performed at the time of injury.

Injury Information Section: Provide information regarding the date and time of injury. Provide a detailed description of the injury, including part of the body injured, the specific nature of the injury (i.e., fracture, strain, concussion, burn, etc.) and the use of any objects or tools (i.e., saw, ladder, vehicle, etc.) that may have caused the injury. Provide the name of the person preparing this report and the telephone number at which they may be reached, if additional information is needed. This form was designed to include information required by OSHA on form 301. If this section is completed and retained, the employer will not have to complete the OSHA 301 form.

SUPERVISOR'S INCIDENT REPORT

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WORKERS COMPENSATION COST CONTAINMENT INITIATIVES

West Bend Mutual Insurance Company participates in several medical cost containment initiative programs. The use of these programs helps reduce your workers' compensation expenses. A brief summary of each program is outlined below.

If you have any questions about any of the programs we offer, please call our Workers' Compensation Claim Department at 1-800-236-5004.

PHARMACY PROGRAM

This program is designed to provide discounts on workers' compensation prescriptions submitted by your injured employees. This service is provided by a national pharmaceutical management company using a network of retail pharmacies.

How the program works:

- 1. The injured employee files a workers' compensation claim with employer, seeks medical treatment, and receives a prescription from a physician.
- 2. The injured employee presents the prescription along with the temporary ID form to a participating pharmacy where the claim is electronically submitted by the pharmacy to our vendor.
- 3. Once West Bend receives notification of the claim from the employer, an employee-specific ID drug card is issued, along with a list of participating pharmacies and instructions on the use of the program.
- 4. The injured employee presents the ID drug card to a participating pharmacy for any future workers' compensation prescriptions.
- 5. High-cost/long-term-use medications are conveniently supplied through our vendor's mail service pharmacy.

DIAGNOSTIC TESTING PROGRAM

Using the services of a diagnostic management vendor, we can save money on any diagnostic test (i.e., CT scans, MRIs, EMGs, etc...) the treating doctor orders for injuries an employee sustains in a work-related injury. Our vendor will schedule the test, then notify the injured employee of the date and time. Once the test is performed, the films/x-rays will be forwarded to the referring physician.

To make this program successful, we ask that you encourage your employees to contact their West Bend claim representative as soon as they know a test will be ordered. We will handle it from there.

MEDICAL COST CONTAINMENT

Strong medical management brings about the early and safe return to work of your employees and reduces claim costs. To accomplish this, we contract with a medical bill review service. All of our medical provider charges (hospital, physician, physician, physician, chiropractor, and pharmaceutical) are verified for the appropriateness of the charge, and to determine if they adhere to state mandated fee schedules or local usual and customary (U&C) reimbursement levels.

Another way we are containing costs is through the use of a PPO Network. The Preferred Providers have agreed to discount their billings for the treatment of your industrially injured employees. This in turn keeps your premium costs down.

Your support in encouraging your injured workers to use a PPO provider is important. It sends an important message to the medical care providers that we support them in their effort to offer quality, cost effective care to patients.

For a list of PPO's in your area, please visit our website, <u>www.thesilverlining.com</u> for a link to the PPO list. Click on the "Claims" tab and then click on "How to Report a Claim" for the link "<u>PPO Directory</u>." The link is found toward the bottom of the webpage.





WEST BEND MUTUAL INSURANCE COMPANY WORKERS' COMPENSATION PRESCRIPTION INFORMATION

Employer:

Please fill out employee information below and provide employee with this document to take to any pharmacy with prescriptions.

Employee Name:								
Group #:	10602270							
Member ID (SSN):								
Date of Injury:								
Claim Number:								
Processor:	myMatrixx							
Bin #:	014211							
Day supp	Day supply is limited to 3 days for a new injury							
myMa	myMatrixx Help Desk: (877) 804-4900							

Employer	Phone:	Date:
Signature:		

Injured Worker:

West Bend has partnered with *myMatrixx* to make filling workers' compensation prescriptions easy.

This document serves as a temporary prescription card. A permanent prescription card specific to your injury will be forwarded directly to you within the next 3 to 5 business days.

Please take this letter and your prescription(s) to a pharmacy near you. **myMatrixx** has a network of over 60,000 pharmacies nationwide. If you need assistance locating a network pharmacy near you, please call **myMatrixx** toll free at (877) 804-4900.

IF YOU ARE DENIED MEDICATIONS(S) AT THE PHARMACY PLEASE CALL (877) 804-4900

Pharmacist: Please obtain above information from the injured employee if not already filled in by employer to process prescriptions for the workers' compensation injury only. Document only valid if signed and dated by employer above.

For questions or rejections please call (877) 804-4900. Please do not send patient home or have patient pay for medication(s) before calling *myMatrixx* for assistance.

NOTE: Certain medications are pre-approved for this patient; these medications will process without an authorization. All other will require prior approval.

FOR ALL REJECTIONS OR QUESTIONS CALL: (877) 804-4900

Voluntary and Informed Consent for Disclosure of Health Care Information

The provision of your social security number is mandatory under Wisconsin Statutes and will be used to identify the claimant. Failure to provide it may result in penalties or delayed payment of benefits. Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04(1)(m), Wisconsin Statutes].

Department of Workforce Development Worker's Compensation Division

201 E. Washington Ave., Rm. C100

P.O. Box 7901

Madison, WI 53707-7901 Telephone: (608) 266-1340 Fax: (608) 267-0394

http://dwd.wisconsin.gov/wc/

e-mail: DWDDWC@dwd.wisconsin.gov

By law, all health care providers must provide to any employee, employer, worker's compensation insurer or their representative any information reasonably related to any alleged work injury. However, determining the relationship of prior medical records to a work injury can be difficult and time-consuming. Therefore, to assist in the timely investigation of your claim, this document authorizes the health care provider to release medical information without attempting to determine the extent of its relationship to your alleged work injury.

You are not required to sign this document. You may refuse to sign this document without jeopardizing your right to collect worker's compensation benefits. However, by assisting in the investigation of your claim, you are likely to receive benefits quicker than if you refuse to authorize the release of medical information.

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This authorization includes obssession of the health care provider authorized, evaluation, and the redisclosure of such materials is hereby in the provider authorized, evaluation, evaluation, and/or hearing of the worker's constant, treatment and evaluation including, but not limic chiropractor, osteopath, dentist, physical therapist, hongoing provided by any physician, psyntist, physical therapist, hospital or any other health ny privilege created by state or federal statute, regulation, significantly and alcohol abuse, HIV and Amited to, any made or provided by any physician, psyntist, physical therapist, hospital or any other health ny privilege created by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significantly in the provided by state or federal statute, regulation, significan	Patient Birth Date By Claim No. South Health care provider named above to disclose all record it's health, treatment and evaluation to: Beive Protected Information By South 18th Avenue, West Bend, WI 53095 This is to them a legible, certified duplicate of all records, writing such information. This authorization includes all records in taining such information. This authorization includes all records in the health care provider authorized, even if the dider, and the redisclosure of such materials is hereby authorization, evaluation, and/or hearing of the worker's compensation, evaluation, and/or hearing of the worker's compensation, evaluation, and evaluation including, but not limited to, a chiropractor, osteopath, dentist, physical therapist, hospital, my privilege created by state or federal statute, regulation, rule or only 146.81 and 146.82, and 45 C.F.R. § 164.508. By 146.81 and 146.82, and 45 C.F.R. § 164.508. By 146.81 and 146.82, and 45 C.F.R. § 164.508. By 146.81 and 146.82, and 45 C.F.R. § 164.508. By 146.81 and 146.82, and 45 C.F.R. § 164.508. By 146.81 and 146.82, and any other information from what is a physical therapist, hospital or any other health care propropried to any made or provided by any physician, psychiatrical third to any made or provided by any other health care propried to sign for Patient) — for Option B

WKC-9488 (R. 03/2009)

In signing this consent form, I acknowledge that I understand that:

- I am authorizing release of the records and information listed above.
- I am waiving any privilege that may otherwise prevent disclosure of the records and information listed above.
- I understand that the health care provider named above, whom I am authorizing to disclose my protected health information, may not condition my treatment, payment, enrollment or eligibility for benefits (if applicable) on whether I sign this authorization, except: (1) if my treatment is related to research, or (2) health care services are provided to me solely for the purpose of creating protected health information for disclosure to a third party.
- I may revoke this authorization at any time by a written request to the party authorized above to receive information, except that the party authorized above to receive such information may rely upon any personal health information received before the revocation of this authorization.
- I may obtain a copy of the disclosed records and information, upon written request to the party authorized above to receive information, at no charge to me.
- My personal health information disclosed pursuant to this authorization may be redisclosed and may no longer be protected by federal law. My personal health information may be released to any of the following: the employer, the worker's compensation insurer, the Department of Workforce Development, other parties to this matter or their attorneys; the Labor and Industry Review Commission; any court on any action or proceeding relating to this matter; experts retained or consulted by any party; and any of their agents, employees, or representatives. I specifically authorize and consent to any such disclosure and redisclosure.
- I am entitled to a copy of this consent form after I sign it.

If you have any questions about this document, you should contact the Worker's Compensation Division at (608) 266-1340. You should not sign this document if the name of the health care provider is blank.

This consent is subject to revocation at any time. If not revoked, this consent is effective for two (2) years from date signed. This authorization expressly waives any requirement that it must be used within a certain number of days after the date of signing, or that it must be dated within any time period before the date it is used. This authorization shall also extend to records of future treatment, after the date of signing of this authorization, as long as such treatment occurs while this authorization is still in effect. A photocopy copy shall be as valid as the original.

Patient Signature (or Person Authorized to Sign for Patient)	Date
If not signed by patient, authority/designation to sign is based on the fact that the patient A minor Incompetent Disabled Deceased Other:	is

JOB ANALYSIS

Name				Claim Number						
Employer				Address						
Date of Hire	Date of I	njury	Job Title	-			Chec ☐Skilled	k One ∐Unskilled		
Training Require	ed to Learn Jo	b								
Was Employee Supervisor?		If Yes, N Supervi	Number of Posed	eople	Employe	e Worked: ☐Small Gro	up (3-5) 🔲 L	.arge Group		
Days Worked Pe	er Week (Circ	le)			Hours Work	ced During Wee	ek			
M Tu W Th	F Sat Sun	From			То		Shift			
		Work	Breaks (Da	ily Rest F	Periods and	Lunch)				
I	lorning			Lunch		1	Afternoo	n		
	T	Minutes	_	T	Minu	tes		Minutes		
Overtime Per W Number of Hour		How	Often	Wa	as Employe	e Hired With Ar ☐Yes ☐	ny Restrictions ⊒No	s? (Check)		
If Yes, Specify										
		Body	Movements	– Amour	nt Spent Ea	ch Day				
Sitting	%		tanding		 %	Walking	(%		
3			<u> </u>			Occasion-	Frequently	Continuously		
						ally	(1/3 - 2/3)	(2/3 or more)		
Check Appropria					None	(1/3 or Less)				
Reaching above										
Working with bo	dy bent over a	at waist								
Working in knee	ling position									
Crawling										
Bending, stoopir	ng, squatting									
Repetitive foot n	novements as	in foot cont	rols - L/R o	r both						
Climbing stairs										
Climbing Ladder	rs									
Working with arr	ns extended a	at shoulder l	evel							
Working with arr	ns above sho	ulder height								
Height from floor	r of object to b	e reached a	and/or worke	ed on (use	e space for	drawing, if need	ded):			
Object	He	eight								
Weights		Alone	or Duch	n, Pull	Times	Times	Times	Times		
Handled	Item	Assist		Lift	Per Hour	Per Day	Per Week	Per Month		
1 – 10 lbs.						1				
15 – 20 lbs.										
25 – 35 lbs.						1		1		
45 – 60 lbs.										
65 – 80 lbs.										
85 – 100 lbs.										
☐No lifting requ	ired for this jo	b.								

	Hand Co	ordinatio	on Ad	ctivities	(Check	Appropriate	Column))		
Movement Required			Too	ol/Mach	ine			Right	Left	Both
Major hand										
Fine Manipulation										
Gross Manipulation										
Simple Grasping										
Power Grip										
Hand Twisting										
Pushing										
Pulling										
T	ools Used By W	orker				Weight	No	o. of Hand	s Needed	To Move
Objects Worker M	lust Move During	Day		We	ght	Distance	e No	. of Worke	rs Needed	To Move
·										
Physical Surroundings Does Employee Work	☐Inside%	Outs	ide	%	Does No	Employee W	alk On U	neven Gro	ound?	∕es □
Does Employee Work				/0	Yes	∏No				
Does Employee Drive All If yes, describe:			,, y .		Yes	□No				
Does the Employee Co The Following? (Indica		Vith	Yes	N	О			Туре		
Fumes										
Dust										
Mist										
Steam										
Strong Odors										
Poor Ventilation										
Air Conditioning										
Characteristics Of Job	That Cannot Be	Modifie	d By	Employ	er For	This Employe	ee			
Comments And/Or Obs	servations									
□Job S	Site Evaluation D	one				Пи	arrative [Discussion	Only	
	f Person(s) Inter					<u> </u>		Γitle		
	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,									
Person Completing	g Analysis			Tit	le			C	Date	

		SICIAN'S RETURN TO ENDATIONS RECORD	Cla	Claim No.						
Patient's	s Name (First)	(Middle Initial)	(Last)		D	ate of Injury/Illness				
	TO E	BE COMPLETED BY ATTEN	NDING F	PHYSICIAN	- PLEASE	CHECK				
Diagnos	sis/Condition (Brief Ex	xplanation)								
	nd treated this patient	(date)		bove descrip	otion of the pa	atient's current med	ical problem:			
1. □R€	ecommend his/her r	eturn to work with no limitation	ons on			(date)				
	e/She may return to e following limitation		capable	e of perform	ing the degr	ee of work checke	d below with			
Oth	casionally lifting and ets, ledgers, and sn is defined as one w amount of walking a carrying out job duti and standing are re sedentary criteria at Light Work. Lifting lifting and/or carryin pounds. Even though negligible amount, a quires walking or st when it involves sitt of pushing and pullit Light Medium Worf frequent lifting and/or to 20 pounds. Medium Work. Lifting quent lifting and/or to 25 pounds. Medium Heavy Wowith frequent lifting up to 40 pounds. Heavy Work. Lifting quent lifting and/or to 50 pounds.	ifting 10 pounds maximum and dor carrying such articles as do nall tools. Although a sedentary hich involves sitting, a certain and standing is often necessary es. Jobs are sedentary if walkin quired only occasionally and other emet. 20 pounds maximum with frequency of objects weighing up to 10 gh the weight lifted may be only a job is in this category when it reanding to a significant degree or ing most of the time with a degring of arm and/or leg controls. k. Lifting 30 pounds maximum with free carrying of objects weighing up on the carrying of objects weighing up and/or carrying of objects weighing up and/or carrying of objects weighing up and/or carrying of objects weighing up a tributations including Prescribe and Including Prescriber tributations including Prescriber and Including Prescriber tributations including Prescriber and Including Prescriber tributations in tributations in tributations in tributations in tributations in tributat	in high her hing hing her hing hing hing hing hing hing hing hing	a. StandA None b. Sit 1-3 f c. Drive 1-3 f Patient ma Single G Pushing Fine Ma Patient ma operating f Patient is a a. Bend b. Squat c. Climb d. Twist e. Reach	nours 3-5 nours 3-5 y use hand(s rasping & Pulling nipulation y use foot/fe oot controls:	urs □4-6 hours hours □5-8 hours hours □5-8 hours for repetitive: et for repetitive mo	ırs			
The	se restrictions are in	effect until(date)	c	or until patien	t is re-evalua		date)			
3. □H	e/She is totally inca	pacitated at this time. Patient	t will be r	e-evaluated	l on	(aatoj			
			201			(date)				
Physicia	n's Signature				Date					

RETURN TO WORK LOG

Date	Hours Worked In Out	Tasks Performed	Comments Regarding Employee's Tolerance of Modified Duty Tasks	Employee Initials	Supervisor's Initials
Sunday					
1 1					
Monday					
1 1					
Tuesday					
1 1					
Wednesday					
1 1					
Thursday					
1 1					
Friday					
1 1					
Saturday					
1 1					
				•	
		oility for, and acknowledge g in this temporary transition	the limitations my physician, Dr		
rias piaceu or	The write participatin	g in this temporary transiti	onai work program.		
			Employee Signature		Date

RETURN TO WORK LOG INFORMATION

The Return To Work Log is an efficient method used to monitor and document the specific tasks your employees are performing while on modified duty. It helps eliminate potential conflicts should the question arise regarding the employee performing work in excess of their restrictions.

- A supply of forms should be centrally located and provided to each department supervisor/manager.
- Attach a copy of the employee's restrictions to the log.
- Have employee write name on top of log and the Supervisor write their name.
- Remind employee it is their responsibility to follow the restrictions.
- Remind employee that the restrictions apply to occupational AND non-occupational activities.
- Employee and supervisor review all tasks completed each day, indicate any concerns and everyone signs the form.