

Reference Guide for Claims

Get medical treatment for the injured employee

If an employee's injury is life- or limb-threatening, employers should call 911. If that is not the case, the following steps should be followed prior to treatment:

- Locate your designated providers
 - Go to www.pinnacol.com
 - In the Quick Links section, select “Manage SelectNet Providers”
 - Click on “Manage Medical Providers”
 - Enter the policy number and FEIN
 - The four providers listed are your designated providers
- Generate the Designated Provider List
 - From the same “Manage Medical Providers” section in Quick Links, go to “Letter to Injured Worker” in the upper right corner
 - Print the letter on company letterhead and give it to the injured employee immediately
 - Request that the injured employee select from the providers listed
- Take the injured employee to the medical provider
 - The injured employee will appreciate the care and concern
 - The employer will gain information about the injury and treatment

Investigate the accident and injury

- Determine the cause so loss prevention measures can be initiated
- Obtain a description of the accident and injuries from the injured employee and witnesses
- Determine if anyone outside the company caused or contributed to the accident

Report to Pinnacol within 24 hours

- Web: www.pinnacol.com
- Phone: 303.361.4000 or 1.800.873.7242
- Fax: 303.361.5000 or 1.888.329.2251
- Report any questions or concerns about the accident or injury
- Include accurate average weekly wage (gross wages) on First Report of Injury

Communicate regularly with the injured employee

If the employee is off work, employers should call to say hello and send a card. They should talk regularly about his or her medical treatments, progress, and benefit questions.

Obtain Work Status Reports after every appointment

These reports provide information about the injured employee's diagnosis, treatment plan, current work restrictions and next doctor appointment. The medical provider can fax the report to the employer. Or the injured employee can bring it to the employer's office.

Plan and prepare temporary, modified-duty tasks for the employee at work if he/she is unable to return to regular duty. Stay in touch with the claims representative.

In almost all cases, reporting an injury immediately, and actively managing the claim, saves employers' money. It also helps injured employees recover and return to work faster.

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