

LOVELAND & SMART INSURANCE SERVICES, INC

EMPLOYER PROFILE QUESTIONNAIRE – CLAIMS

Name of Applicant: _____

1. Explain your claim reporting guidelines to the TPA and how claims are reported (i.e. timeframe, reporting mechanism).

2. Describe your staffing for internal claims administration. What are the related responsibilities and duties?

3. Explain what PPO or bill reduction services you utilize.

4. Explain how initial medical attention and direction is given to the injured worker.

5. Describe your frequency of communication with your TPA and what issues are covered.

6. Describe your return to work program from a departmental and organizational standpoint.