



P.O. Box 681923  
Franklin, TN 37068  
Phone: (877) 622-7870 Fax: (877) 622-7871

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**Policyholder:**  
**Ins. Carrier: Technology Insurance**  
**Policy: TWC**  
**Effective:**

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Welcome to OccuSure Claims Services! Our Claims Services have been retained by your insurance carrier as your early intervention claims management company. We will coordinate the claim process by focusing on aggressive investigation of all Workers' Compensation claims, working to ensure that your employees receive quality medical care, and return to work as soon as medically possible. An Injury Coordinator will work closely with you to expedite an early return to work while always ensuring the injured worker receives quality care. OccuSure Claims Services will also work diligently to ensure your claims handling process is as easy and efficient as possible.

Enclosed you will find your new claims kit. Please keep one set of the original items as your 'master' copy. If you need any additional copies of these forms in the future, please contact OccuSure Claims Services at your convenience. Included in the claims kit are the following materials to assist you with this process:

- Accident Reporting Procedures
- OccuSure Claims Services Contact Information
- Fax Cover Sheet, Employers First Report of Injury, HIPAA Release, Physicians Report

Please review the claim reporting instructions and forms and contact OccuSure Claims Services if you have any questions or concerns. In addition, a Sr. Claims Adjuster will be contacting you to introduce themselves and answer any questions you may have. Thank you for doing business with OccuSure, we look forward to working together!



## WORKERS' COMPENSATION CONTACT SHEET

### **VP CLAIMS:**

**Larisa Hensiek**

P.O. Box 681923

Franklin, TN 37068

Phone: (615) 373-0500 x 1799

Fax: (615) 377-4735

[lhensiek@occusure.com](mailto:lhensiek@occusure.com)

### **CLAIMS ADJUSTORS:**

**Anna New**

P.O. Box 681923

Franklin, TN 37068

Phone: (615) 515-1792

Fax: (615) 377-4735

[anew@occusure.com](mailto:anew@occusure.com)

**Denise Cardella**

P.O. Box 681923

Franklin, TN 37068

Phone: (615) 515-1795

Fax: (615) 377-4735

[dcardella@occusure.com](mailto:dcardella@occusure.com)

### **CASE MANAGER:**

**Debra M. West, RN, BSN, CCM**

P.O. Box 681923

Franklin, TN 37068

Phone: (615) 373-0500 x 1789

Cell: (615) 403-0066

Fax: (615) 377-4735

[dw@johnstonandassoc.com](mailto:dw@johnstonandassoc.com)



## **Accident Reporting Procedures**

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- 1.) Assess the employee's injuries and ask initial questions to determine if it is work related.
- 2.) If medical treatment is necessary, send the claimant to your approved physician. If it is after the hours for the approved physician, utilize the local ER **only** in an emergency or if the employee can not wait until they open.
- 3.) Complete the entire **Employers First Report of Work Injury or Illness**. Make sure to complete using terminology such as "the employee states..." or the "employee claims..."
- 4.) Have the employee sign and completely fill out the **HIPAA Compliant Authorization for Release of Protected Health Information**.
- 5.) Send the **Physician Report of Employee Injury** with the employee to the approved medical provider.
- 6.) Fax all completed information to **OccuSure Claims Services within 24 hours -- Fax # (877) 622-7871**
- 7.) Please Report: **Record only** (no treatment) **Medical Only** (medical treatment, no days lost from work) and **Lost Time** claims
- 8.) We will contact you after receiving the claim for further investigation as necessary.

**NOTE: If this is a severe injury or death, please call 615-373-0500 or 877-622-7870 and report the claim immediately.**

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### **MEDICAL BILLS**

Submit all bills and medical records to the address below to be processed for payment:

**OccuSure Claims Services  
P.O. Box 681923  
Franklin, TN 37068  
Fax: 877-622-7871**

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### **Prescriptions Procedures**

We have a contract with major pharmacies such as Walgreens to ensure that you receive the best prices available. Should a pharmacy call you for approval, have them contact us.

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**If you have any questions or concerns prior to submitting a claim:**

**Please contact us at: (615) 373-0500 or (877) 622-7870**