

Module 1: Performance Goals

Forms & Documents

- Cost Per FTE Worksheet
- Email Requesting Data Correction
- Lost Work Day Log
- Manager's Self Audit Questionnaire
- Worst to Best List

Module 2: Post Injury Response Procedures

Forms & Documents

- Employee Report of Incident
- Injury Procedure Worksheet
- Post Injury Interview with Employee
- Supervisor Report of Incident
- Transitional Assignment Form - English
- Transitional Assignment Form - Spanish
- Witness Report Form
- Work Ability Form

Module 3: Communication

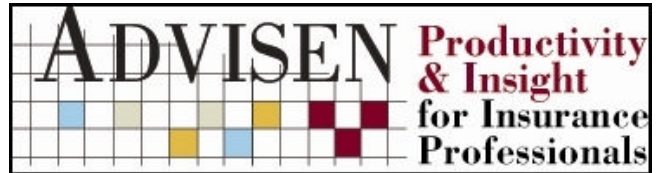
Forms & Documents

- Claims Communication Diary
- Employee Brochure - English
- Employee Brochure - Spanish
- First Day Phone Call
- Get Well Card
- Guideline for Managing Ongoing Claims
- Initial Interview After Accident
- Introduction Letter to Employee
- Weekly Meeting Guidelines

Module 4: Return-to-Work Programs & Transitional Duty

Forms & Documents

- Disability Guidelines
- Letter from Injury Coordinator to Adjuster About Causality
- Letter Requesting Functional Capacity Evaluation
- Letter to Adjuster Requesting RTW Status
- Letter to Doctor Requesting Work Ability Form
- Letter to Employee Offering Transitional Duty
- Letter to Employee Requesting Work Ability Form
- Sample Transitional Duty Policy
- Transitional Assignment Form - English
- Transitional Duty Checklist
- Transitional Duty Job Bank



Module 5: Management Commitment

Forms & Documents

30-Minute Management Presentation (PPT)
General Manager's Best Practices
Management Kick Off Letter
Script for 30-Minute Management Presentation

Module 6: Insurance Company & Claims Administrator Performance

Forms & Documents

Account Instruction Checklist
Claim Review Follow Up Action Letter
Kick Off Letter to TPA Introducing New Program
Letter Requesting Special Handling Instructions
Letter to Broker Requesting File Review
Letter to TPA Requesting Vendor Day
Questionnaire to Adjuster
Thank You Letter to Adjuster
Vendor Day Agenda

Module 7: Medical Care Coordination

Forms & Documents

Introduction Letter to PPO Provider
Medical Provider Brochure
MMI Request to Adjuster
Physician Telephone Questionnaire

Module 8: Medical Cost Containment

Forms & Documents

Email Requesting Peer Review
Letter Requesting Nurse Case Management Update
Letter to Adjuster About Causality

Module 9: Fraud, Abuse and Malingering

Forms & Documents

Letter Requesting Investigation
Letter to Employee's Doctor
Letter to TPA Enclosing Report

Module 10: Training Initiatives

Forms & Documents

Post Injury Procedure Stacked Steps
Presentation to Supervisors (PPT)
Supervisor's Best Practices
Supervisor's Best Practices Worksheet
Supervisor's Guide - English
Supervisor's Guide - Spanish
Wallet Card (English/Spanish)