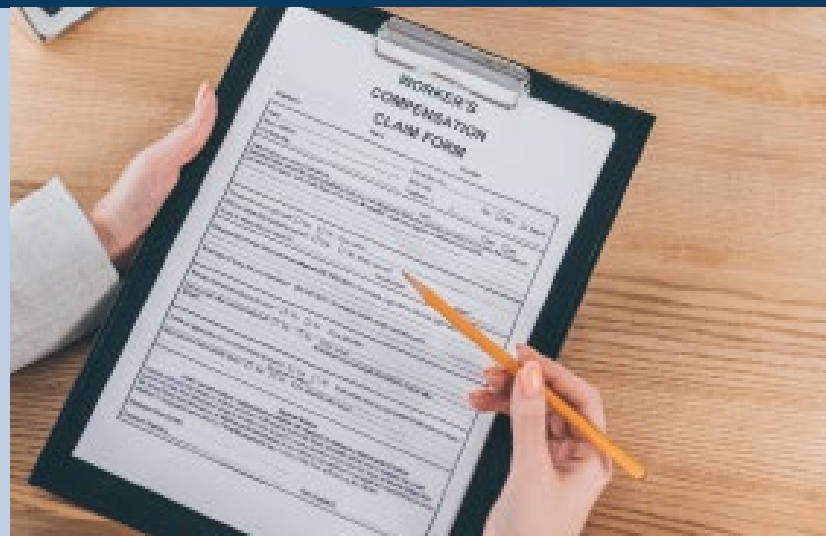


# Republic Indemnity®

get a *clear way* forward<sup>SM</sup>



## 5 Ways to Report a Claim

### Choose the Claims-Reporting Method that Works Best for You

For an employee, a job-related injury can range from a minor, temporary inconvenience to a major, life-changing event. Whatever its extent, the injury triggers several responses on the part of the employer, including:

- Provide first aid treatment, when necessary;
- Assess whether treatment beyond first aid is needed;
- Exercise right of medical control when additional treatment is required and where statutes allow; and
- Report all injuries requiring the assistance of a physician and for which medical treatment costs are incurred to Republic Indemnity.

#### 1 Email riclaims@ri-net.com

Save or scan your completed claim form and email it to riclaims@ri-net.com.

#### 2 Fax 818-789-7286

Incoming claims are processed in our Los Angeles (Calabasas) home office for all of our servicing branches.

#### 3 Phone 888-336-7569

You can report new claims via our 24/7 call center at 888-336-7569. During regular business hours, Monday-Friday, you may also call us directly at 800-821-4520, Option 1 to report new claims.

#### 4 Online RepublicIndemnity.com

New claims can also quickly be reported via our secure policyholder website at **RepublicIndemnity.com** (refer to your policy claims kit for registration instructions or email us at marketing@ri-net.com for more information)

You can also report new claims online without a policyholder login. Click the “Report Injury” link on the **RepublicIndemnity.com homepage**, then click “Continue as Guest.” An Employer’s Report of Occupational Injury or Illness (Form 5020) will not generate, but you can print a summary of the claim for future reference at the end of the submission process.

#### 5 U.S. Mail Republic Indemnity Co. P.O. Box 4275 Woodland Hills, CA 91365-4275



All claims will be processed during regular business hours, Monday-Friday.

## The Benefits of Prompt Claims Reporting

Through Republic's Medical Provider Network (MPN) your injured workers can access medical care right away. Contact the Network at [www.republicmpn.com](http://www.republicmpn.com) or call 888-545-3795 for a doctor or clinic closest to your business.

Our California-based claims professionals promptly contact injured workers to answer their questions and encourage phone and email contact about medical care, lost income, and future needs — facilitating the prompt payment of benefits when due. Plus, experienced claims professionals and phone investigators can quickly collect vital information to more effectively defend your claims.

## It's the Law

With the exception of "First Aid" claims, you are required to provide an injured worker with a DWC-1 Employee Claim Form within 24-hours of your knowledge of an alleged injury, even if the claim is questionable. "First Aid" means any one-time treatment and follow-up visit for the purpose of observation of minor scratches, cuts, burns, splinters or other minor industrial injury, which do not ordinarily require medical care.

Physicians who attend to an injured worker are required to file a Doctor's First Report of Occupational Injury or Illness with the insurance carrier on all claims including first aid claims [California Labor Code Sec. 6409(a)].

Any and all claims, including those involving first aid as defined in California Labor Code Sec. 5401(a), in which Indemnity or Medical Losses are incurred or Allocated Loss Adjustment Expenses are paid must be reported individually to the WCIRB.

You are required to file an Employer's Report of Occupational Injury or Illness (Form 5020) within five days of every industrial injury or occupational illness for which medical treatment costs are incurred.

