



THIRD-PARTY ADMINISTRATION

EXCESS INSURANCE

RISK MANAGEMENT

LOSS CONTROL SERVICES

When an Injury Occurs

Here at YORK we understand that a work injury causes disruption to your workplace. Getting your employee proper treatment and ensuring your claims experience goes smoothly is our top priority. We will team with you on what to expect throughout the claims process.

Steps in the YORK Claims Process:

- Take care of the employee. If the injury is an emergency, dial 911.
- Complete and provide the enclosed "Authority for Treatment" to the injured worker.
- Contact our Claims Service **within 24 hours**, utilizing the following methods:

YORK Claim Reporting	
Express Fax: 800-688-9892	Toll Free Phone: 800-533-9366
Express Email Yorkwclaim@yorkrsg.com	Mailing Address: YORK PO BOX 620 HOWELL, MI 48844-0620

- Gather information using injury report form found in your client kit before reporting the claim. Your dedicated claims adjuster will work with you, the medical provider and your employee to help ensure a safe return to work whenever possible. The claim will be filed with the appropriate regulatory authority for you as well.
- Have the immediate supervisor complete the "Supervisor's Report of Accident"
- Communicate with the employee. Let the employee know you value their work and want to see them back as soon as possible.
- Provide copies of all medical bills, medical records, disability slips and return to work slips to the adjuster.
- If an employee is to be off work for more than 3 days, submit wage records using the enclosed "Wage Statement".

