

Welcome to LWP Claims Solutions

Welcome!

LWP Claims Solutions is your new Workers' Compensation Third Party Administrator. We will be administering workers' compensation claims on behalf of the Service American Indemnity Company, the company providing the insurance coverage for policies written in Tangram's Social Services program.

To help you manage the workers' compensation process, we've prepared a claims kit for you. In it you will find all that you need to know about what to do **Before an Injury Occurs** and what to do **After an Injury Occurs** - the point at which a claim must be filed. You will also find an overview of workers' compensation benefits and more information about how LWP Claims Solutions can assist you. We have included several documents that require your review and attention. Those documents are:

Before the Injury - Prior to your policy inception date, please do the following:

Prepare a Medical Provider Network (MPN) panel card. This must be posted to advise employees where to seek treatment in the event of industrial injury or illness.

Incident Reporting Portal. If you would like to report claims online, view claims status and run reports, please complete the request form to receive your reporting credentials and instructions.

Mandatory Posting Notices. Review and print the mandatory postings section. **The new postings should be displayed in a conspicuous place on the policy inception date.** This includes the required MPN postings.

Time of Hire Packet. This includes all the documents you must provide to any employees hired after the policy inception date. **It is important that each of the documents in this section be given to all new employees.**

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After the Injury - When an Injury occurs, please do the following:

- Complete the Employers' Report of Occupational Injury or Illness (**5020**) as soon as you become aware of an injury. The kit includes a fillable PDF form along with instructions for completing the form.
- You must provide the Workers' Compensation Claim Form (**DWC 1**) to the employee within one business day following your knowledge that an injury has occurred. The kit contains instructions for completing the form along with the actual form to use.
- Complete the "Supervisor Report of Injury" form. Although not mandatory, we encourage use of this tool, designed to help you determine the cause of injury and how to prevent future injuries.
- Send the employee for medical treatment. The claim kit includes several documents designed to ensure timely and cost-effective delivery of medical treatment to the injured employee. It also gives the employee a tool to get prescribed medication immediately following injury, without any of pocket expense.

Please note there are several documents that must be provided to your employee in English and Spanish. **We suggest you have the employee sign an acknowledgement of receipt for the items contained in the Time of Hire Packet. This can be a physical or electronic signature.** Instructions have been provided with the claims kit. If you have any questions or concerns regarding the forms or the process, please contact LWP Claims Solutions. We are happy to help guide you through the claims process.

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