



7710 Insurance is all about service and we are grateful that you have chosen us for your workers' compensation needs. Having an industrial injury is difficult for both the insured and the injured employee. We offer a second layer of service to ensure you have a good customer experience. The CARE team offers you support with quick response time, empathy, and action. We are committed, accessible, responsive, and effective. We want to introduce our CARE team and explain what we do and how we can help you manage your workers' compensation claims.

Our CARE team currently has three employees who are available to assist you:

- ❖ Jill Smith - Claims Services Specialist. Jill has multiple years in adjusting workers' compensation claims. She is who you will typically contact if you email our 7710-claims@trean.com group email address. She assists in reviewing your claims and ensuring the adjuster is moving the claim forward. She is customer service oriented, patient, and has a "people-first" attitude. Jill is willing to assist you with any questions and/or issues that you have.
- ❖ Denise Ramsay- Claims Services Manager. Denise has many years of adjusting claims in multiple jurisdictions. She is the person who will typically contact you to schedule a claims review. She also will review your claims in tandem with Jill Smith to ensure your claims are being handled correctly, timely, and moving towards closure. Denise is an excellent resource for any questions and/or issues you might have. She is knowledgeable, communicative, polite, and patient.
- ❖ Sandra Jones – Claims Services Director. Sandra has over 25 years of experience in adjusting claims in multiple jurisdictions. She is dedicated, communicative, conscientious, and has a strong commitment to the insured and injured employee. Issues that require more crisis management or escalation will be handled by Sandra.

Now that you have been introduced to our team, let's dive into what services the CARE team provides:

1. Onboarding: This is a great time to learn how to file a claim with 7710 Insurance. Denise Ramsay will schedule a one-on-one training to go over the 7710 forms that we use. She will discuss laminated cards that have your policy number on it along with 7710 Insurance's phone number so employees have their workers' compensation billing information available to give a provider when an injury occurs. Denise will also discuss the importance of loss control and how to get them engaged along with their library of "toolbox talks".

2. Quarterly claim reviews: Discuss open claims. We will go over your open claim listing and ensure your claims are moving in the right direction. This is a good time to bring forth any questions you might have. Risk Management may also participate on the call as it is an opportunity to review injuries and develop a plan to prevent injuries. If you feel quarterly reviews are not frequent enough, we can accommodate your request for more frequent reviews to ensure you stay knowledgeable on your open claims.
3. Availability of our staff: Let our staff be your one-point contact for any questions that you have. Our CARE team is an additional layer of service on the carrier side. It is made up of adjusters and supervisors who have worked in the workers' compensation arena and understand the importance of communication and working towards getting your injured employee back to work as soon as possible. Our CARE team management offers access to their cell phone numbers so you can reach the CARE team after hours in the case of an emergency.
4. Staying up to date on presumption law: Every state handles cancer, cardiac, PTSD, and COVID-19 claims differently. Our staff keeps up to date with changes in presumption law and ensures the adjusters are knowledgeable in the most recent laws.
5. Billing issues: Is your employee receiving invoices or is going to collections because a bill wasn't paid? This usually occurs when the employee gives their personal insurance information instead of workers' compensation and the billing goes to the injured employee instead of to the workers' compensation claims department. The CARE team will call the provider and get the billing transferred. Just send us the employee's invoice and we will take care of the rest. We will even monitor for receipt and payment of the bill.
6. Review of Claims: Both Jill Smith and Denise Ramsay review all open claims on a regular basis to ensure initial contacts are completed, subrogation liens are put in place where applicable, Subsequent Injury Fund recoveries are requested where appropriate, and reserves are proper for the status of the claim. If the CARE team identifies an area that needs to be addressed, they will reach out to the adjuster and have them review and make any necessary changes.

Please reach out to the CARE team for any assistance and/or questions:

Email: 7710-claims@treat.com

Phone: (844) 200-7710

You can also reach an individual of the CARE team at:

Jill Smith – Phone: (312) 216-2815 Email: jill.smith@treat.com

Denise Ramsay – Phone: (312) 216-2809 Email: denise.ramsay@treat.com

Sandra Jones – Phone: (331) 260-0439 Email: sandra.jones@treat.com