

ADOM Workers Comp Administrator: Gallagher Bassett

Gallagher Bassett's Commitment to
Delivering Unequaled Service



Gallagher Bassett Services

- ❖ **Gallagher Bassett is a National Third Party Claims Administrator (TPA), and a division of Arthur J. Gallagher Co.**
- ❖ **We service mostly self-insured's and some carriers**
- ❖ **We are not an Insurance Company**
- ❖ **Gallagher Companies provide Brokerage Services, Claims Administration, Information Services, Loss Control, Benefits and Investigative Services to governmental and commercial entities**
- ❖ **Property and Casualty Lines include:**
 - **Worker's Compensation**
 - **General Liability**
 - **Property**
 - **Automobile**
 - **Crime**

Worker's Compensation

To report an on the job injury, Gallagher Bassett is prepared to take your call, **24** hours a day, **7** days a week at:



866-489-5825

Worker's Compensation

- ❖ If the injured worker requires EMERGENCY CARE, ***call 9-1-1,***
or direct the injured worker to the nearest emergency facility.
- ❖ If the required treatment is not an emergency in nature, when you report the claim, the intake coordinator will select a primary care coordinator for the injured employee.
- ❖ In Florida, the **EMPLOYER** has the right to direct medical care. **Do not** refer the employee to his/her own physician, or tell the injured worker that he/she can treat wherever desired.

Worker's Compensation

- ❖ Once you have reported the claim to

866-489-5825

a First Report of Injury will be created and electronically transmitted to the
Gallagher Bassett Miami office.

Worker's Compensation

- ❖ The Worker's Compensation claims are handled in the Miami, FL office of Gallagher Bassett
- ❖ Medical Only Adjuster: Maria Orejas
- ❖ Lost time Adjuster: Dori Derrigan
 - ❖ Supervisor: Carmen Caride
 - ❖ Branch Manager: Kristy Sands

Worker's Compensation

What is a Medical Only Claim?

- ❖ Medical treatment bills incurred under \$2,500
- ❖ No question of COMPENSABILITY
- ❖ No lost time in excess of 7 calendar days
- ❖ No SUBROGATION potential

Worker's Compensation

What happens once the claim is reported?

- ❖ Supervisor screens the claim to determine if the assignment should be made to the Medical Only or the Lost Time adjuster
- ❖ If MO, Maria will call you to see if the injured worker has sought treatment and if he/she has returned to work in any capacity.
- ❖ If yes, remains MO. If no, transferred to Dori.

Worker's Compensation

What happens once the claim is reported? (cont'd)

- ❖ 3 point 24 hour contact (Employer, Injured Worker, Medical Provider) is required on all Lost Time claims.
- ❖ Gather your facts.....

Liability & Worker's Compensation

Questions?