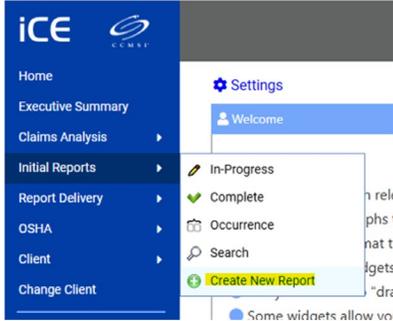




# SUBMITTING A CLAIM IN ICE

Follow the workflow below when submitting a workers' compensation claim in iCE after a work-related incident occurs:

STEPS	ACTION	NOTES
1	Log in with the information provided to you after requesting access	Access can be requested by reaching out to the district's dedicated adjuster.
2	Select the <b>Initial Reports</b> tab on the left, then select <b>Create New Report</b>	 <p>*All boxes marked with a red asterisk will need to be completed.</p>
3	Fill in all categories under General Information, noting the location and day the injury occurred (DOI)	 <p>Both pieces of this information are extremely important to the overall claim. Knowing the location where the injury took place assists the adjuster with understanding how it occurred.</p> <p>Assuring the DOI is correct is an important first step in our investigation and assists with obtaining information such as medical records or other important documentation from outside parties. It also assists in locating the claim (especially when an employee may have numerous open or past claims).</p>
4	Choose Policy Type and Coverage	Select <b>Work Comp</b> for both.
5	Choose Report Type (Claim or Report Only)	Select <b>Claim</b> if medical treatment was sought. Select <b>Report Only</b> if you are just reporting an incident that occurred, but no medical treatment was sought.
		<b>Note:</b> Incidents filed as Report Only can later be switched and filed as Claim if the employee seeks medical treatment after the incident is reported. Filing Report Only claims also assists in tracking your trends.



6	Input the employee's Social Security number and address	This is a state requirement and needed for various forms throughout the claim setup process (contact, mailing information/documents, etc.).
7	Input the employee's email address	Email addresses, which can be personal or work, assist with communication if the adjuster is not able to contact them via phone – the adjuster will contact the employee to introduce themselves.
8	Fill in the employee's job title	This field is not required; however, it is <b>highly recommended</b> , so we get an idea of the employee's job duties.
9	Provide incident information selections	<p>Loss Cause: What was the event that took place?                      Loss Type: What type of injury occurred as a result?                      Body Part: What specific body part was injured?  <b>Note:</b> List all body parts injured.</p> <p><i>Example of a back injury caused by lifting a heavy item:</i></p> <div data-bbox="553 989 1511 1157" style="border: 1px solid #ccc; padding: 5px;"> <p><b>INCIDENT INFORMATION</b></p> <p>Loss Cause: STRAIN OR INJURY BY - LIFTING (401) *</p> <p>Loss Type: SPECIFIC INJURY - STRAIN OR TEAR (52) *</p> <p>Body Part: TRUNK - BACK (420) *</p> </div>
10	Fill in the Incident Address	<p>Select where the accident occurred. Depending on the location, the address will be prefilled.</p> <p><b>Note:</b> If selecting Other, make sure to enter the address for claim investigation.</p>
11	Fill in the Accident Description and Claim Summary	<p>Accident Description: A short summary of how the injury occurred. Keep it as brief as possible (there are character limits).</p> <p>Claim Summary: Any additional information regarding the injury. Add details here that may help the adjuster visualize the bigger picture. What happened in detail? What was reported? Any video surveillance? Any concerns?</p>
12	Select Initial Medical Treatment	<p><b>Initial Medical Treatment</b></p> <p> <input type="radio"/> No Medical Treatment                       <input type="radio"/> Minor on-site remedies by employer                       <input type="radio"/> Minor clinic/hospital medical remedies  <input type="radio"/> Emergency Evaluation                       <input type="radio"/> Hospitalization &gt; 24 hours                       <input type="radio"/> Future Major Medical/Lost Time                 </p> <p>Report what type of medical treatment was sought – add the name of the clinic or physician the employee sought treatment with. This information is important to ensure the adjuster can request medical notes and begin the investigation.</p> <p><b>Note:</b> No Medical Treatment or Minor on-site remedies by employer should only be selected for a Report Only incident. If Claim has been selected, there should always be some form of treatment.</p> <p>Minor clinic/hospital medical remedies refers to an urgent care or occupational health clinic.</p>

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13	List Witnesses	Listing any potential witnesses that may have seen the event occur will help the adjuster in case they need to reach out to get their statement(s).
14	Lost Time? Yes or No	<p>If they returned to work, did they return to full duty or light duty?</p> <p>This information is important to determine if the claim is eligible for any wage loss benefits. Lost time should only be noted if the employee is off for the injury. Vacations, personal, holidays, and non-work related injuries would not need to be noted.</p>
15	Salary continues in lieu of compensation	<p>Were they paid their full wages while they were out?</p> <p>This confirms whether or not the adjuster should be paying wage loss benefits or if the district plans to pay the injured employee while they are off work. Filling in the information appropriately can assist with avoiding overpayments along with confirming the employee is paid what they may be owed by workers' compensation.</p>
16	Employment	<p>Is the employee part-time, full-time, paid directly by the district, etc.?</p> <p>These details are important when determining wage loss information.</p>
17	OSHA	<p>We cannot specify whether or not to report a claim to OSHA, but there is a question box next to the OSHA fields that will walk you through reportable claims.</p> <p>There are tools regarding OSHA located in iCE, including information and videos for further assistance.</p>
18	Documents – add initial reports, work slips, or any documentation related to the claim that you have on file	<p>Before adding documents, select <b>Save &amp; Continue</b>.</p> <p>These additional documents provide the adjuster with more information about the injury and can speed up the process.</p> <p>Once the claim is submitted you can always go back into iCE to add more documents as you receive them.</p> <p>Make sure to select <b>submit to adjuster</b> after adding documents, so the adjuster is notified.</p>
19	Select <b>Submit Claim</b> to add your claim to the queue for adjuster assignment	If the employee did not seek medical treatment, the claim can also be saved as Report Only at this point (rather than Claim).
20	Saved and submitted claims will be in the Completed section	This is where you can go to add more documents or change Report Only to Claim.