

# CGU WORKERS COMPENSATION

## INJURY MANAGEMENT SERVICES

Tailored, flexible and responsive injury and claims management outcomes



CGU Workers Compensation believes the best result for our clients and workers is achieved through effective management of an injury. To help you achieve this, our team is able to provide you with support on early intervention, injury management and claims management matters.

### Specialist support

As part of our commitment to helping you, CGU employ a team of Injury Management Advisers who are all qualified health professionals. Their role is to support our Claims Consultants and other stakeholders, by providing strategic advice and assistance with injury, medical and rehabilitation management throughout the life of a claim.

The Injury Management Advisers work collaboratively with the Claims Consultants to develop comprehensive action plans on complex or high risk injury claims, to ensure a positive outcome is achieved.

Our Injury Management Advisers are also available to provide assistance to our customers with injury management matters and return to work solutions.

### How can our Injury Management Advisers assist you?

- By providing your business with a better understanding of injuries, including average duration, recommended treatment regimes and potential impact on work capabilities
- Acting as a link with treatment providers, by speaking with their peer practitioners
- Delivering a range of injury management training programs which can be tailored depending on your business needs
- Assisting with the development of suitable return to work strategies and solutions
- Working collaboratively with you to ensure adherence to all Injury Management legislative requirements
- Supporting you with development of your injury management processes and documentation
- Attending medical case conferences to ensure there is a suitable return to work and injury management plan in place.



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# WHAT MORE CAN WE OFFER YOUR BUSINESS?

## Employer claims reviews

The Injury Management Advisers are available to participate in employer claim reviews. They can provide valuable medical information and insight into timeframes for recovery and discuss strategies for returning a worker back to work successfully. Claim reviews provide an excellent opportunity for both the insurer and the employer to work together to achieve the best outcome possible. Regular communication also enhances the return to work process.

## Employer training

To assist our employers to gain a greater understanding of the complex role injury management plays in the return to work process, CGU Workers Compensation has developed a comprehensive one day employer training package. The CGU employer training aims to improve the skills and knowledge of employers to implement effective injury and return to work management. CGU also offers tailored injury management training for clients. To find out more about our training services please contact us on 1300 307 952.

## Review of treatment regimes

The Injury Management Adviser is in direct communication with a number of treatment providers, including treating physiotherapists and general practitioners. With a range of disciplines in the team to review treatment regimes, they keep an open flow of communication between parties and help ensure treatment is effective and reasonable.

## Medical case conferencing with treatment providers

The Injury Management Advisers provide professional support to our claims teams by attending treating practitioner appointments with the injured worker, Workplace Rehabilitation Provider, Employer and/or Claims Consultant. This holistic approach is used to develop a comprehensive strategy and ensure effective communication occurs between all parties.

## Workplace Rehabilitation Provider performance management

CGU Workers Compensation has a panel of Workplace Rehabilitation Providers, who have been chosen based on a comprehensive tendering process. We take this approach to ensure the best performing providers in the industry are on the CGU panel. The Workplace Rehabilitation Providers on the CGU panel must adhere to strict service level agreements and are audited and monitored on a regular basis. The Provider Manager meets with each Workplace Rehabilitation Provider on a regular basis to review specific files, discuss KPI's and future management plans.



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