



# Managing Workers' Compensation Claims from a Distance Post-Covid

## PRESENTED BY

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# Presenters



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# Introduction

Shift in work environment due to COVID-19 pandemic

➔ Employers and claims professionals' shift to remote work

➔ Challenges posed for managing workers' compensation claims:

- Employer/employee relationships
- Claims professionals/injured worker communications
- Need to adapt claims handling approach

# Understanding the Post-COVID Landscape



Pandemic has accelerated the adoption of remote work and its implications for workers' compensation



Importance of adapting processes to this new reality



# Challenges of Managing WC Claims Remotely

Unique difficulties of handling workers' compensation claims without in-person interactions.



Potential communication barriers



Difficulties in assessing injuries remotely



Ensuring employee privacy

# Strategies for Remote Management



Practical approaches for managing claims from a distance

1. Virtual assessments
2. Telemedicine



Role of technology in facilitating remote communication and documentation

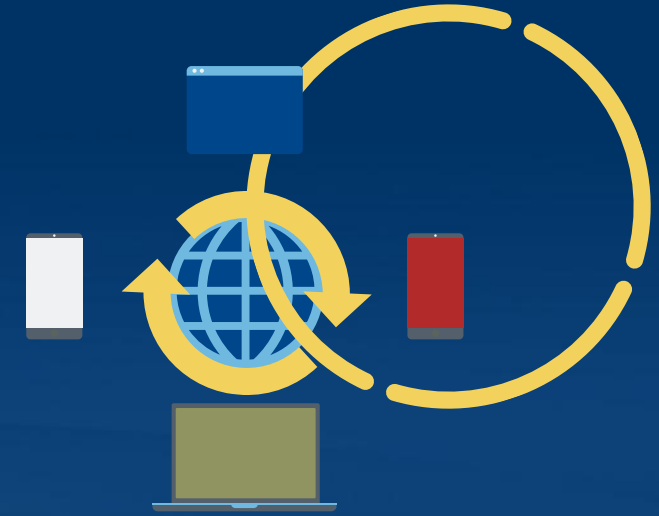


Utilizing unique methods to stay connected in a remote environment





# Ensuring Compliance and Security



➔ Importance of maintaining compliance with regulations while handling claims remotely

➔ Concerns related to data security and privacy in a virtual environment

# Effective Communication



Need for clear and frequent communication with injured employees, healthcare providers, and other stakeholders



Strategies for maintaining transparency and trust in remote interactions





# Empowering Employees

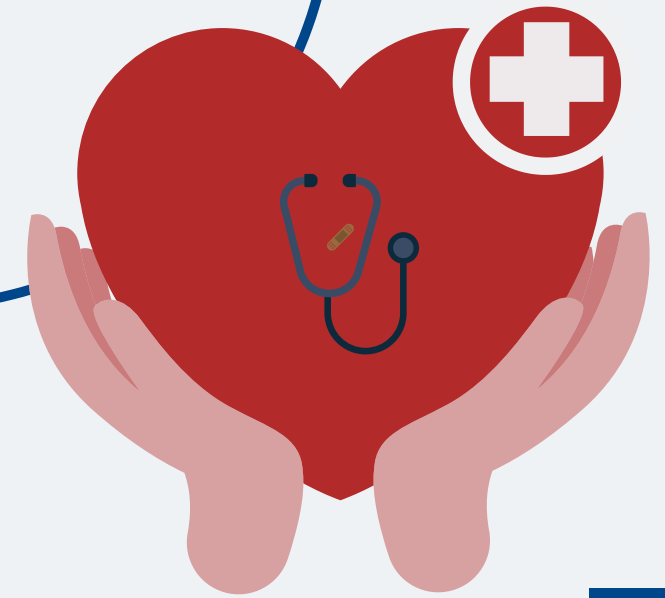


Explore ways to empower employees to take an active role in managing their claims remotely



Benefits of providing resources and support for self-reporting and self-assessment

# Adapting to Future Changes



The post-COVID world continues to evolve, and flexibility is key



Encourage continuous evaluation and adaptation of remote management strategies.

# Conclusion



Lessons learned and best practices from these experiences.



Encourage collaboration and knowledge-sharing among industry professionals to navigate future



**Thank you!**