Workers' Compensation 101

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Course Objectives



Introduction to Workers' Compensation



Identifying the Benefits of a Workers' Compensation Program



Understanding the Claim Reporting Process





Strategies for Effectively Managing Claims

Workers' Compensation in Texas



State-regulated program



First laws enacted in 1913, in Texas



Formulated after the Industrial revolution



Texas Department of Insurance (TDI)

- Founded in 1876 as the Department of Insurance,
 Statistics, and History
- Regulates state insurance industry
- Oversees Texas workers' compensation system



Image source: https://www.tdi.texas.gov/wc/index.html

Division of Workers' Compensation (DWC)

- Administers and operates the Texas workers' compensation system
- Mediates the dispute process
- Serves as resource

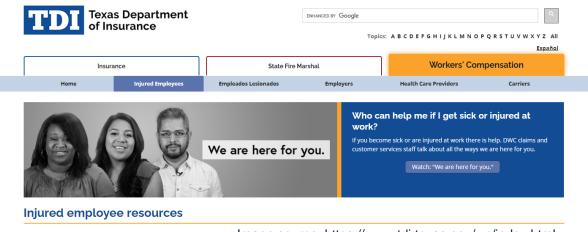


Image source: https://www.tdi.texas.gov/wc/index.html

Texas Department of Insurance (TDI) & Division of Workers' Compensation (DWC)

Both have authority to assess penalties and fines related to workers' compensation in Texas



Employer Responsibilities

Political Subdivisions in Texas are required to create a record of every known or reported on-thejob injury or illness

A record is a First Report of Injury/Illness (FROI)





Employer Responsibilities



Create the Record



Copy employee with rights & responsibilities

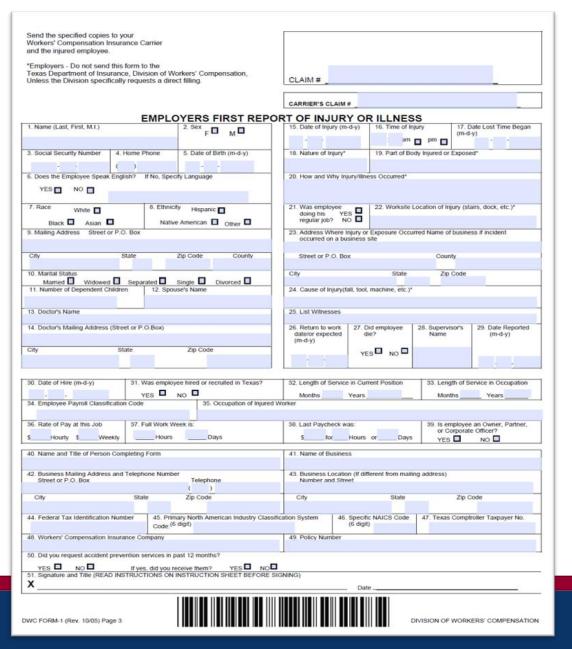


File when required by State



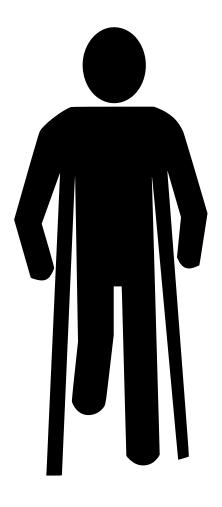
First Report of Injury/Illness (FROI)

- The record
- DWC 1
- FROI



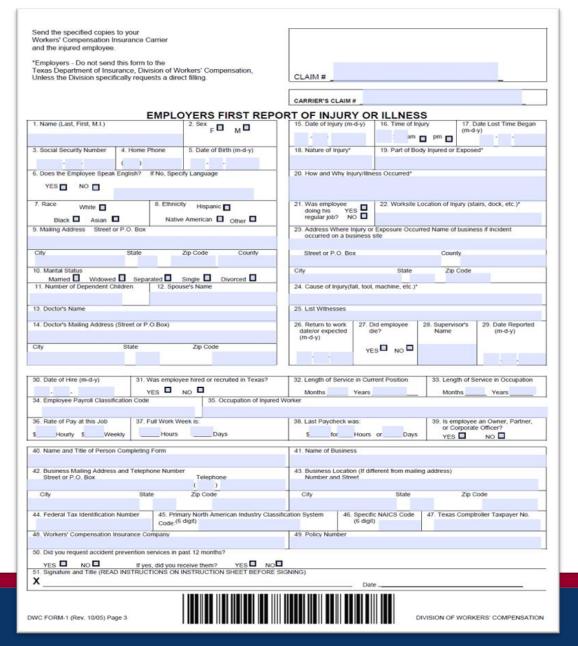
Injury/Claim

- Physical
- Occupational Disease/Illness
- Psychological Trauma



Occupational Disease/Illness

 A disease that arises out of and in the course of employment, causing damage or harm to the physical structure of the body



COVID-19

 Ordinary disease of life, general public is exposed





COVID-19

When to Report

 Employee insists that if not for work, they wouldn't have contracted the virus

 As of June 15, 2023, presumption no longer in effect for first responders with dates of injury/illness on or after March 13, 2020

General Definitions

- Compensable injury
- Course and scope of employment

Labor Code §401.011, General Definitions



Scenario #1





Employee Strains Back Moving a Box of Books

- Informs co-worker
- Co-worker instructs to file a WC claim
- Refuses, says no time for paperwork
- Will use personal group insurance



Employee Strains Back Moving a Box of Books

- Informs co-worker
- Co-worker instructs to file a WC claim =
- Refuses, says no time for paperwork = WRONG
- Will use personal group insurance = WRONG



"Reasonable Report"

 Is someone an employee is reasonably expected to report to

Example: Supervisors, Nurses, Secretaries, Principals, Managers, Leads, etc.

"Reasonable Report"

- You know
- Report
- With or without employee's consent





Employer Responsibilities (Report to State)

- More than 1 day lost time (even if paid)
- Medical Care
- Occupational Injury/Illness

Due by 8th day of above

Send the specified copies to your Workers' Compensation Insurance Carrier and the injured employee.					
*Employers - Do not send this form to the Texas Department of Insurance, Division of Wo Unless the Division specifically requests a direc	rkers' Compensation, t filling.	CLAIM#			
		CARRIER'S CLAIM#			
	YERS FIRST REPO	RT OF INJURY OF			
1. Name (Last, First, M.I.)	2. Sex	15. Date of Injury (m-d-y)	16. Time of Injury	(m-d-)	ate Lost Time Began
Social Security Number 4. Home Phone ()	5. Date of Birth (m-d-y)	18. Nature of Injury*	19. Part of Body I	njured or Expose	d*
6. Does the Employee Speak English? If No, Specif	y Language	20. How and Why Injury/Illne	ess Occurred*		
YES NO					
7. Race White 8. Ethnicity Black Asian Native	Hispanic Other	21. Was employee doing his YES regular job? NO	22. Worksite Loca	ation of Injury (sta	irs, dock, etc.)*
Mailing Address Street or P.O. Box		Address Where Injury or Exposure Occurred Name of business if incident occurred on a business site			
	Zip Code County	Street or P.O. Box		County	
10. Marrial Status Married Widowed Separated S	Single Divorced D	City	State	Zip Code	
11. Number of Dependent Children 12. Spous	e's Name	24. Cause of Injury(fall, tool,	machine, etc.)*		
13. Doctor's Name		25. List Witnesses			
14. Doctor's Mailing Address (Street or P.O.Box) City State	Zip Code	date/or expected di (m-d-y)	ie?	Supervisor's Name	29. Date Reported (m-d-y)
	7,	YE	s No D		
A STATE OF THE STA	e hired or recruited in Texas?	32. Length of Service in Curr Months Years	rent Position	33. Length of Se	rvice in Occupation Years
34. Employee Payroll Classification Code	35. Occupation of Injured			INOLIGIS	1603
36. Rate of Pay at this Job 37. Full Work We	ek is:	38. Last Paycheck was:		 is employee or Corporate 	an Owner, Partner,
\$Hourly \$Hours	Days	Sfor Hours	or Days	YES	NO 🗖
40. Name and Title of Person Completing Form		41, Name of Business			
	Control of the Contro				
42. Business Mailing Address and Telephone Number Street or P.O. Box Telephone		Business Location (If different from mailing address) Number and Street			
City State	Zip Code	City	State	Zip Co	ode
44. Federal Tax Identification Number 45. Prima Code: (6.0)	iry North American Industry Classi ligit)	fication System 46. Specifi (6 digit		7. Texas Comptr	oller Taxpayer No.
48. Workers' Compensation Insurance Company	49. Policy Number				
50. Did you request accident prevention services in pa YES NO If yes, did you rec	ceive them? YES NO				
51, Signature and Title (READ INSTRUCTIONS ON IN	ASTRUCTION SHEET BEFORE S	IGNING) Date	e		
NC FORM-1 (Rev. 10/05) Page 3			DIVIS	SION OF WORKE	ERS' COMPENSATION

Employer Responsibilities

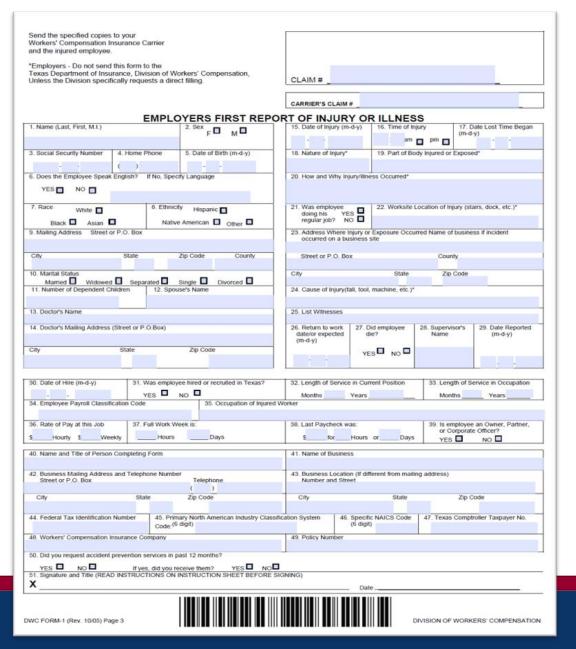
- Create the Record
- Copy employee with rights and responsibilities

Send the specified copies to your Workers' Compensation Insurance Carrier and the injured employee.						
*Employers - Do not send this form to the Texas Department of Insurance, Division of Workers' Compensation, Unless the Division specifically requests a direct filling.	CLAIM#_					
	CARRIER'S CLAIM #					
EMPLOYERS FIRST REPO	RT OF INJURY OR ILLNESS					
1. Name (Last, First, M.L)	15. Date of Injury (m-d-y) 16. Time of Injury 17. Date Lost Time Began (m-d-y)					
, - M -	: am pm (
Social Security Number 4. Home Phone 5. Date of Birth (m-d-y)	18. Nature of Injury* 19. Part of Body Injured or Exposed*					
()						
6. Does the Employee Speak English? If No, Specify Language 20. How and Why Injury/Illness Occurred*						
YES NO						
7. Race White 8. Ethnicity Hispanic	21. Was employee doing his YES Company and the					
Black Asian Native American Other	doing his YES regular job? NO					
Mailing Address Street or P.O. Box	23. Address Where Injury or Exposure Occurred Name of business if incident occurred on a business site					
	occurred on a business site					
City State Zip Code County	Street or P.O. Box County					
10. Marital Status	City State Zip Code					
Married Widowed Separated Single Divorced 11. Number of Dependent Children 12. Spouse's Name	24. Cause of Injury(fall, tool, machine, etc.)*					
11. Named of September State of September 12. Special Settlember 12.	24. Subst of Hydryfram, 1904, Hardwire, Story					
13, Doctor's Name	25. List Witnesses					
14. Doctor's Mailing Address (Street or P.O.Box)	26. Return to work 27. Did employee 28. Supervisor's 29. Date Reported					
14. South of maining radiation forest at 1.0. South	date/or expected die? Name (m-d-y)					
City State Zip Code	YES NO					
	1.00 1.00					
30. Date of Hire (m-d-y) 31. Was employee hired or recruited in Texas? YES NO	32. Length of Service in Current Position 33. Length of Service in Occupation					
34. Employee Payroll Classification Code 35. Occupation of Injured V	Months Years Months Years Months Years					
36. Rate of Pay at this Job 37. Full Work Week is:	38. Last Paycheck was: 39. is employee an Owner, Partner, or Corporate Officer?					
\$ Hourty \$ Weekly Hours Days	5 for Hours or Days YES NO					
40. Name and Title of Person Completing Form	41. Name of Business					
42. Business Mailing Address and Telephone Number Street or P.O. Box Telephone	43. Business Location (If different from mailing address) Number and Street					
Street of P.O. Box Telephone	Number and Street					
City State Zip Code	City State Zip Code					
44. Federal Tax Identification Number 45. Primary North American Industry Classifi	lication System 46. Specific NAICS Code 47. Texas Comptroller Taxpayer No.					
Code (6 digit)	(6 digit)					
48. Workers' Compensation Insurance Company	49. Policy Number					
50. Did you request accident prevention services in past 12 months?						
YES NO If yes, did you receive them? YES NO						
51. Signature and Title (READ INSTRUCTIONS ON INSTRUCTION SHEET BEFORE SIGNING)						
X	Date					
DWC FORM-1 (Rev. 10/05) Page 3	DIVISION OF WORKERS' COMPENSATION					



First Report of Injury/Illness (FROI)

 Completing a record does not mean compensability



First Report of Injury

- State requires 5 years from last date of year it was created
- Must have a separate folder (FROIs)



Compensability Exceptions

- Purposely harmed themselves
- Injured while engaging in "horseplay" or while intoxicated
- Injured outside of work while voluntarily participating in an off-duty sports or social event





Roles Defined

Adjuster has a task

Employer has a responsibility

Injured worker has a part to play





Course of a Work-Related Injury



Course of a Work-Related Injury (Emergency)

Injury

Emergency

Notify supervisor of injury or "Reasonable Report" Seek immediate medical treatment at ER/hospital

Report to Coverage Provider (24 hours)



Course of a Work-Related Injury (Non-Emergency)

Injury

Nonemergency Notify supervisor of injury or "Reasonable Report"

Notify Coverage Provider

Seek medical treatment



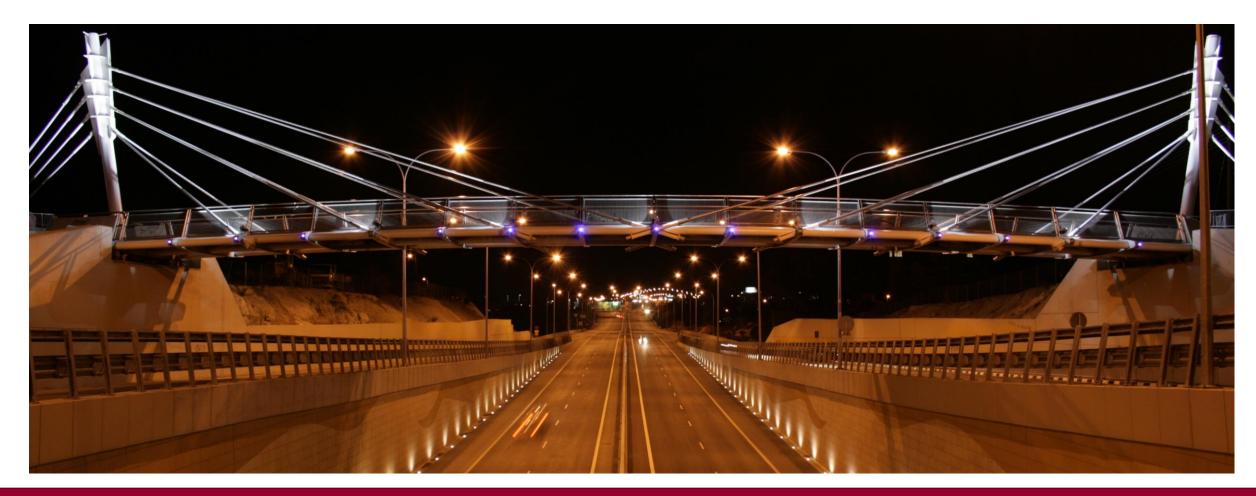
Unidirectional Claim







Role – Path – Communication





Employer Responsibilities

- Walk employee through paperwork
- Obtain all detailed information
- Stay in contact

Adjuster Responsibilities

- Determine if reported timely
- If employee in course & scope
- Employee at greater risk

Injured Worker Responsibilities

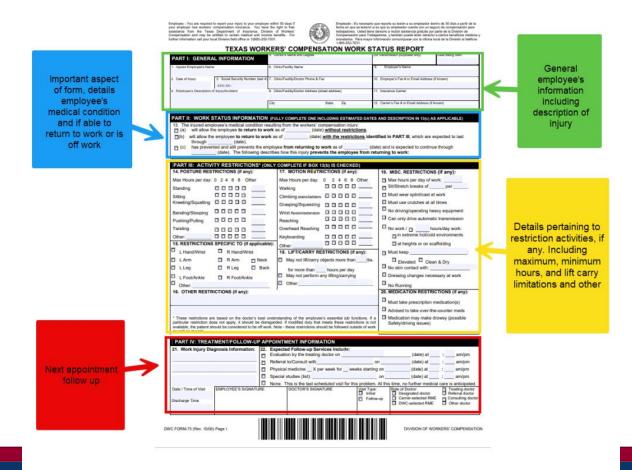
- Promptly report a work-related injury
- Seek medical attention, where necessary
- Cooperate with carrier and investigation

Medical Provider Responsibilities

- Management and coordination of health care for compensable injury
- Communicate about the injured employee's ability to work or any work restrictions
- Provide a DWC 73, Work Status form

Work Status Form DWC 73

DWC 73 Texas Workers' Compensation Work Status Report





Failure to Report

- Can result in fines
- Cover a claim that should have been rejected





Workers' Compensation Benefits

- Temporary Income Benefits (TIBs)
- Impairment Income Benefits (IIBs)
- Supplemental Income Benefits (SIBs)
- Lifetime Income Benefits (LIBs)

Workers' Compensation Benefits

- Medical Care/Surgeries/Hospital Stay
- Prescription Medications
- Physical Therapy/Rehabilitation
- Medical Equipment/Assistive Devices



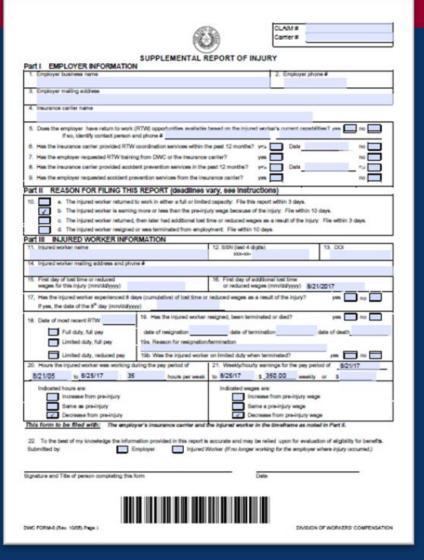
Workers' Compensation Benefits

- Burial Benefits
- Death Benefits



DWC 6 Supplemental Report of Injury

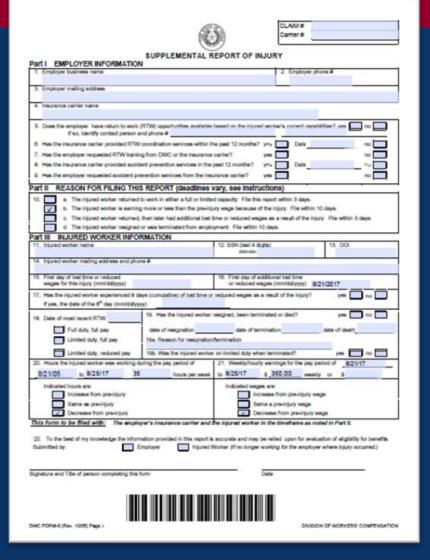
- Employee starts/resumes lost time
- Due by 3rd day





DWC 6 Supplemental Report of Injury

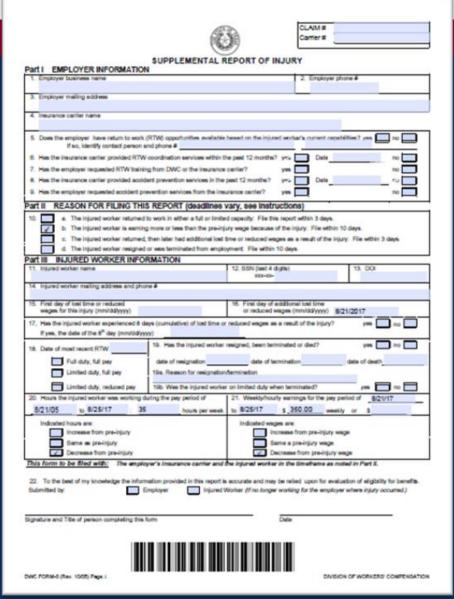
- Reduced time or pay
- Terminate, retire, resign
- Due by 3rd day





DWC 6 Supplemental Report of Injury

 Copy employee on every DWC 6 completed









Complete if known: DWC claim # Insurance carrier claim #

DWC 3 & DWC 3SD Wage Statement

- Employee resigns, terminated, or retires
- Due by 10th day

Employer's wage statement		
	DWC003SD	mation
Division of Workers' Compensation	Complete if known: DWC claim # Insurance carrier claim #	Social Security number (last four digits) XXX-XX-
Employer's wage st	atement for school districts	4. Phone number
Section 1: Injured employee info	rmation	6. Date of hire (mm/dd/yyyy)
1. Name (first, middle, last)	2. Social Security number (last four digits)	8. Returned to work on (mm/dd/yyyy)
3. Address (street or PO Box, city, state, ZIP code)	4. Phone number	Has not returned to wor
5. Date of injury (mm/dd/yyyy)	6. Date of hire (mm/dd/yyyy)	
7. First day of missed work (mm/dd/yyyy)	8. Returned to work on (mm/dd/yyyy)	10. Address (street or PO box, city, state, ZIP code)
	Has not returned to work	12. Federal tax ID number
Section 2: Employer information 9. Name	10. Address (street or PO box, city, state, ZIP code)	14. Job title (person submitting form)
11. Phone number	12. Federal tax ID number	the time of injury
13. Printed name (person submitting form)	14. Job title (person submitting form)	30 hours or more per week.
Section 3: Employment status at	the time of injury	e employee regularly works less than 30 hours per week. The employee's work history for the 12-month period and full-time work.
	ntire calendar year (including summer)? Yes No r of days or months the employee was scheduled to work in (mm/dd/yyyy) to (mm/dd/yyyy), which requires the months.	work to meet the employer's needs during certain times of ew skilled trade by on-the-job training and studies. age and not married or emancipated by court action.
16. Check all that apply:		r the job they were originally hired to do.
Contract employee: The employee is paid	for the number of days or months worked based on a	
Contract employee: The employee is paid written contract. Total gross amount (including stipends): \$	d for the number of days or months worked based on a	Page 1



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Complete if known:
DWC claim #
Insurance carrier claim #

WC003SD je statement

n

Social Security number (last four digits)

CX-XX-

Phone number

Date of hire (mm/dd/yyyy)

Returned to work on (mm/dd/yyyy)

Has not returned to work

). Address (street or PO box, city, state, ZIP code)

!. Federal tax ID number

I. Job title (person submitting form)

ne of injury

or more per week.

yee regularly works less than 30 hours per week. nployee's work history for the 12-month period

meet the employer's needs during certain times of

d trade by on-the-job training and studies. I not married or emancipated by court action. tudy (such as high school, college, or technical

they were originally hired to do.



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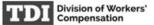
DWC 3 & DWC 3SD Wage Statement

Due 30th day from the occurrence of any of the following:

- 8th day of disability
- As soon as requested
- Death of employee

Division of Workers' Compensation Employer's wage state	Complete if known: DWC claim # Insurance carrier claim #	
Section 1: Injured employee inform	nation	
1. Name (first, middle, last)	2. Social Security number (last four digits)	
3. Address (street or PO Box, city, state, ZIP code)	XXX-XX- 4. Phone number	
5. Date of injury (mm/dd/yyyy)	6. Date of hire (mm/dd/yyyy)	
7. First day of missed work (mm/dd/yyyy)	8. Returned to work on (mm/dd/yyyy) Has not returned to work	
Section 2: Employer information	. —	
9. Name	10. Address (street or PO box, city, state, ZIP code)	
11. Phone number	12. Federal tax ID number	
13. Printed name (person submitting form)	14. Job title (person submitting form)	
Section 3: Employment status at th 15. Was the employee working through the enti	re calendar year (including summer)? Yes No	
15. Was the employee working through the enti- If no, what were the dates and the number of the current school year? From employee to work days or	re calendar year (including summer)? Yes No If days or months the employee was scheduled to work in	
15. Was the employee working through the enti- If no, what were the dates and the number of the current school year? From employee to work days or 16. Check all that apply:	re calendar year (including summer)? Yes No of days or months the employee was scheduled to work in m/dd/yyyy) to (mm/dd/yyyy), which requires the	
15. Was the employee working through the enti- If no, what were the dates and the number of the current school year? From employee to work days or 16. Check all that apply: Contract employee: The employee is paid for	re calendar year (including summer)? Yes No of days or months the employee was scheduled to work in m/dd/yyyy) to months. Yes No (mm/dd/yyyy), which requires the months.	
15. Was the employee working through the ention of the current school year? From the current school year. 16. Check all that apply: Contract employee: The employee is paid for written contract.	re calendar year (including summer)? Yes No of days or months the employee was scheduled to work ir om/dd/yyyy), which requires the months. or the number of days or months worked based on a yee is paid a set salary per month or year. yee is paid on an hourly basis.	







Complete if known: DWC claim # nsurance carrier claim

DWC 3 & DWC 3SD **Wage Statement**

- Incorrect statements are returned for correction
- Copy employee and properly sign every wage statement

		DWC003SD statement
Division of Workers'	Complete if known:	
Compensation	DWC claim #	
	Insurance carrier claim #	cial Security number (last four digits)
Employer's wage sta	tement for school districts	
Employer's wage sta	tement for school districts	one number
Section 1: Injured employee infor	nation	ione number
1. Name (first, middle, last)	2. Social Security number (last four digit	ate of hire (mm/dd/yyyy)
	XXX-XX-	
3. Address (street or PO Box, city, state, ZIP code)	4. Phone number	turned to work on (mm/dd/yyyy)
		Has not returned to wor
5. Date of injury (mm/dd/yyyy)	6. Date of hire (mm/dd/yyyy)	
7. First day of missed work (mm/dd/yyyy)	8. Returned to work on	(mm/dd/yyyy)
	Has not returned to work	Address (street or PO box, city, state, ZIP code)
	•	
Section 2: Employer information		ederal tax ID number
9. Name	10. Address (street or PO box, city, state, ZIF	
		ob title (person submitting form)
11. Phone number	12. Federal tax ID number	
13. Printed name (person submitting form)	14. Job title (person submitting form)	e of injury
		more per week.
ection 3: Employment status at t	ne time of injury	e regularly works less than 30 hours per week.
15. Was the employee working through the en	ire calendar year (including summer)? 🔲 Ye	es No ne work.
	of days or months the employee was schedu mm/dd/yyyy) to (mm/dd/yyyy), whic	
employee to work days or	months.	rade by on-the-job training and studies.
16. Check all that apply:		ot married or emancipated by court action.
Contract employee: The employee is paid written contract.	for the number of days or months worked b	ased on a dy (such as high school, college, or technical
Total gross amount (including stipends): \$		ney were originally hired to do.
Salary non-contract employee: The employee	yee is paid a set salary per month or vear.	Page
Hourly non-contract employee: The empl	oyee is paid on an hourly basis.	
Daily non-contract employee: The employ	ee is paid by the day.	
Other non-contract employee: (explain)		
DWC003SD Rev. 07/22		Page 1 of 4



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Failure To Timely Submit Can Cost





Managing Claims

Best Practices

Know Your Team







The Investigation Process







Updated email addresses and phone numbers of injured worker and any witnesses

Any available video

Photos, if necessary



What's the plan?



Have a Plan

01

Have a Contact List

02

Important*
Back-up
Claim
Reporting

03

Establish Protocols

04

Share Information





Tools

1

Establish clear policies

2

Train employees and "Reasonable Reports"

3

Create "Injury Kits"



Helpful Tips

- Distribute injury toolkit, use intranet or digital form
- Newsletters
- Continuously remind



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Questions?





Thank you!

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