

**UW-MADISON
WORKER'S COMPENSATION
CLAIMS ADMINISTRATION SUPPORT GUIDE**

HUMAN RESOURCES REPRESENTATIVES ROLES AND RESPONSIBILITIES

In collaboration with the Office of Risk Management, Human Resources Representatives within UW-Madison Schools, Colleges and Divisions support the Worker's Compensation Claims Administration process for campus and UW-Madison employees by:

1. Assuring timely and proper reporting of employee work injuries and work injury-related leave absences;
2. Maintaining communications with the injured employee during the claims administration process to stay apprised of changes in the employee's work status;
3. Assuring confidentiality of all information related to an injured employee's Worker's Compensation claim is maintained;
4. Assuring documentation and information received pertinent to the claim is provided to the Office of Risk Management Worker's Compensation Coordinator; and by,
5. Assisting injured employees in returning to work as soon as medically feasible.

Included below are the specific Roles and Responsibilities of Human Resources Representatives within UW-Madison Schools, Colleges and Divisions in supporting the Worker's Compensation Claims Reporting and Administration process for employees.

I. Human Resources Representatives Roles and Responsibilities

A. Worker's Compensation (WC) Claim Reporting Process:

Human Resources Representatives assist in assuring the timely, proper reporting of employee work injuries. Below are the necessary steps in reporting a Worker's Compensation claim:

1. **Employee** must complete and submit the [Employee's Work Injury and Illness Report](#) to their supervisor **within 24 hours** of the occurrence of injury or illness.
2. **Supervisor** must complete the [Supervisor's Incident Analysis Report](#) and email the form with the completed Employee's Work Injury and Illness Report, to their Human Resources Representative **within 1 work day** (8 business hours) of learning of an employee's work-related injury or illness.

3. **Human Resources Representatives**, upon learning of an employee's work-related injury or illness, **must immediately obtain the completed Employee's Work Injury and Illness Report and Supervisor's Report of Injury and submit to UW-Madison's Worker's Compensation Coordinator**, in one of the following three (3) manners:
 - Via email at workcompprog@bussvc.wisc.edu (preferred);
 - Via fax at 608-265-3624 (less desired); or
 - Enter the claim into the Enterprise STARS Worker's Compensation claims system (limited to selected HR Representatives who have been granted access to the claims system by the State of Wisconsin Department of Administration).

4. **All employee deaths or multiple employee hospitalizations must be reported immediately** to UW-Madison's Worker's Compensation Coordinator at: workcompprog@bussvc.wisc.edu.

In the event of work-related employee death, Human Resources Representatives will be requested to:

- a. Assist in the investigation by obtaining facts of the injury and resulting death.
- b. Provide next of kin/contact person, list of dependents, police report and copy of death certificate to the Office of Risk Management Worker's Compensation Coordinator (as soon as information becomes available).

B. Ongoing Responsibilities During the WC Claim Administration Process

Administration of a Worker's Compensation claim is multifaceted, requiring prompt, ongoing communications and conveyance of information between the injured Employee, Supervisor, Human Resources Representative, Payroll Specialist, Worker's Compensation Coordinator and UW System's Worker's Compensation Claims Examiner.

Outlined below are necessary roles and responsibilities of Human Resources Representatives in supporting the Worker's Compensation claims process:

1. Assist the Office of Risk Management Worker's Compensation Coordinator in investigating circumstances of the injury and obtaining information pertinent to the claim.

2. Maintain contact with the injured employee, whether the employee is at work or home to stay apprised of changes in the employee's work status.
3. Serve as a liaison between the employee and the Office of Risk Management Worker's Compensation Coordinator, referring the injured employee to the Worker's Compensation Coordinator if any questions arise concerning the Worker's Compensation claims administration process.
4. Keep the Office of Risk Management Worker's Compensation Coordinator apprised of any problems or issues with the claim.
5. Through the Divisional Disability Representative (DDR), work with the injured employee and/or their treating specialist to obtain timely, up-to-date documentation regarding the employee's work status and/or Return to Work (RTW) restrictions. Provide to the Worker's Compensation Coordinator, all medical off-work/RTW medical notes for the employee and any other medical documentation that is received.
6. Provide timely work status updates and Leave documentation to the [Office of Risk Management Worker's Compensation Coordinator](#), including:
 - a. Updates on changes in employee work status and Return to Work information;
 - b. [WC Lost Timesheets](#) for the injured employee (submitted bi-weekly or monthly, as applicable);
 - c. Leave updates (including Leave taken Without Pay); and
 - d. Other claim-related documentation as received, including any medical bills or reports for the injured employee.
7. In coordination with the Divisional Payroll & Benefits Specialist, ensure [Leave and Benefits WC Restorations](#) are completed timely for employees who have taken Medical Leave from work due to a compensable work-related injury.
8. Working through the Divisional Disability Representative (DDR), assist in campus RTW activities. To facilitate the employee's RTW, the DDR will:
 - a. Obtain Return to Work and/or Work Restriction medical documentation from the injured employee's treating specialist;
 - b. Correspond with the treating specialist to clarify employer-related concerns;
 - c. Contact the employee's supervisor to assure understanding of any necessary temporary work adjustments and identify suitable temporary work tasks for the injured employee;

- d. Assist with the development of temporary duty assignments, as appropriate, to return the employee to work.

II. Worker's Compensation Resources

Contact information and Worker's Compensation resources are provided below:

- Contact the Office of Risk Management Worker's Compensation Coordinator at:
 - Email: workcompprog@bussvc.wisc.edu
 - Phone: 608-265-9475
 - Fax: 608-265-3624
- Additional Worker's Compensation information, including Injury Report Forms are located at:
 - http://www.bussvc.wisc.edu/risk_mgt/wc/workerscompensation.html