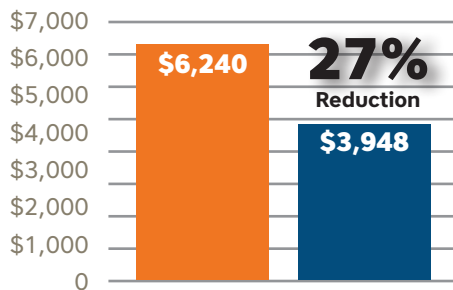


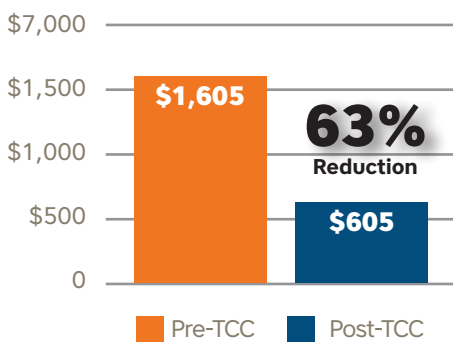


The Benefits of TeleCompCare®

Medical Cost per Claim



Indemnity Cost per Claim



* Long term large account of AF Group in the Auto Wholesale industry. Graphs represent a minimum of 100 closed claims.

Program overview

In 2017, AF Group introduced TeleCompCare (TCC) – a new nurse triage/telemedicine program. TCC offers an innovative solution for injured workers to get immediate, appropriate care when a workplace injury occurs. It serves as the First Notice of Loss, which alleviates the need for the manager to fill out the injury forms.

TeleCompCare is simple:

1. Injured worker calls the TCC 800-number (without having to leave work).
2. A nurse does a telephonic assessment of the injury and recommends the appropriate level of care.
3. FNOL is initiated, which starts the claim process.

Treatment Results

In 2019, 53% of injured workers received care without going to a clinic.

- 45% Self Care
- 8% Telemedicine
- 47% Referred to Clinic

Additional leading indicators

- >50% of injured workers receive care while staying at work
- >40% reduction in indemnity claims
- 86% injured worker survey satisfaction rate
- >90% of claims reported within 1- 3 days
- 100% policyholder retention in program

For more information on TeleCompCare, visit CompWestInsurance.com/TeleCompCare or speak to your business development consultant.

CompWestInsurance.com
1-888-266-7937

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