

REPORTING A CLAIM TO STONETRUST

WHEN TO NOTIFY US:

- ⇒ Within 24 hours of an accident or alleged accident
- ⇒ Immediately in the case of serious or fatal injury
- ⇒ Immediately upon receipt of motions and lawsuits
- ⇒ Immediately when a claimant returns to work
- ⇒ If you have any information which suggests a questionable or fraudulent claim
- ⇒ If you had knowledge of a pre-existing medical condition of the claimant before the accident (helpful in Second Injury Fund recoveries)
- ⇒ Before all recommended medical treatments or diagnostic tests

HELPFUL TIPS:

- ⇒ Keeping Stonetrust Management Services promptly informed is the key to effective claims management
- ⇒ Drug testing should be completed on the day of the accident
- ⇒ Document any pre-existing injuries with a post-hire Second Injury Fund Questionnaire when applicable
- ⇒ Establish effective employment policies and maintain thorough personnel records

You will find claim reporting forms in your policy packet or on our website at www.stonetrustinsurance.com. Your claim can be reported by phone, email, fax or mail. Upon receipt of your claim, we will file the appropriate documents with the proper regulatory authorities in your state.

BY PHONE: Call (800) 311-0997, ext. 1029 or 1030, and our staff will be happy to complete the paperwork for you. Please allow ample time for the claims specialist to gather all the information from you. Before you call, you should have the following on hand: your policy number; name, social security number, and date of birth of the injured worker; address and phone number of the injured worker; date of hire; date and details of the accident; type of injury sustained; and medical treatments administered.



BY EMAIL: claims@stonetrustinsurance.com

BY FAX: (866) 923-1871

BY MAIL: 5615 CORPORATE BLVD., SUITE 700
BATON ROUGE, LA 70808

Please report all claims to us immediately to ensure prompt investigation and payment of benefits. A delay in payment of benefits may result in the assessment of penalties. The State may assess a penalty against your company if claims with disability are not reported to them within ten (10) days of the accident. Drug testing should be completed on the day of the accident.

The wage information section on the claim reporting form must be completed on claims with disability, or anticipated disability. The wage information is used to establish the compensation rate.

Being proactive and keeping Stonetrust Management Services promptly informed of the status of your claim is the best way you can help control the ultimate cost. Our staff is experienced in keeping claims costs to a minimum by investigating suspicious claims; frequent use of second opinions; vocational rehab to expedite the return of a claimant to work; and Second Injury Fund and third party subrogation recoveries.

To learn how you can help control your claims costs, please visit our website at www.stonetrustinsurance.com.

