

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 an injured employee returns to work
- ⇒ If you have any information which suggests a questionable or fraudulent claim
- ⇒ If you have knowledge of a pre-existing medical condition of the injured employee (only applies to Louisiana claims for Second Injury Fund potential)
- ⇒ Prior to all recommended medical treatment and/or diagnostic testing

HELPFUL TIPS:

- ⇒ Keep Stonetrust promptly informed of any information regarding a claim
- ⇒ Drug testing should be completed on the day of the accident
- ⇒ Document any pre-existing injuries with a post-hire Second Injury Fund Medical Questionnaire on all Louisiana employees
- ⇒ Establish effective employment policies and maintain thorough personnel records

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

REPORT ONLINE: If you already have an account set up for premium payments, log in with your current username and password. If you don't have an account, you can still report your claim online at www.stonetrustinsurance.com/report.html

BY EMAIL: Notify us of your claim by sending an email or claim form to claims@stonetrustinsurance.com. Claim forms can be downloaded from our website at www.stonetrustinsurance.com.



BY FAX: Fax the claim form to (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 eight (8) 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.

Our claims staff has more than 100 years of experience handling workers' compensation claims. Please keep us promptly informed and let our experience work for you!

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

