

# CGU Workers Compensation



## Injury Management Services

Tailored, flexible and responsive injury and claims management outcomes

CGU Workers Compensation believes that the best result for our clients and workers is achieved through the effective management of an injury. That is why our teams are strategically focused on providing injury prevention, early intervention, injury management and claims management services.

CGU Workers Compensation can provide you with support from injury prevention through to timely and sustainable return to work outcomes in the event of a workplace injury. In order to achieve this we have developed an efficient injury management services model.

### Specialist support

CGU has a team of specialised Injury Management Advisers who are qualified health professionals to support our Case Managers by providing strategic advice on medical and rehabilitation management throughout the life of a claim. The Injury Management Advisers work collaboratively with the Case Managers to ensure there are suitable action plans on claims at all times. Our Injury Management Advisers are also available to provide assistance to our customers with injury management programs and return to work solutions.

*Discover the CGU Advantage...*

## How can our Injury Management Advisers assist you?

- We can provide your business with a better understanding of injuries, including average duration, recommended treatment regimes and potential impact on work capabilities
- Act as a link with treatment providers, by speaking with their peers
- Deliver injury management training programs which can be tailored depending on your business needs
- Assist with the development of suitable return to work solutions
- Work collaboratively with you to ensure adherence to all legislative requirements
- Support in developing your injury management processes and documentation.

## What more can we offer your business?

### Employer file reviews

The Injury Management Advisers are available to participate in employer file reviews. They can provide valuable medical information and insight to average timeframes for recovery and discuss strategies for return to work. File reviews provide an excellent opportunity for both the insurer and the employer to work together to achieve the best outcome possible. Regular communication also enhances the return to work process.

### Employer training

To assist our employers to gain a greater understanding of the complex role injury management plays in the return to work process, CGU Workers Compensation has developed employer training packages into various modules targeted at a range of knowledge bases. CGU employer training provides skills and tools for employers to ensure effective return to work management. CGU is also able to tailor injury management training programs to your specific requirements to include your internal injury management documentation.

### Review of treatment regimes

The Injury Management Adviser is in direct communication with a number of treatment providers, from treating physiotherapists to general practitioners and specialists. They keep an open flow of communication to assist you with understanding the complexities that may arise during the claim. This also assists when treatment regimes are being reviewed for their reasonableness.

### Medical case conference with treatment providers

The Injury Management Advisers provide professional support to our claims teams by attending treating practitioner appointments with the injured worker, Workplace Rehabilitation Provider and Case Managers. Employers are also encouraged to attend these meetings, where CGU will facilitate the process. This ensures a holistic approach and comprehensive strategy is implemented and effective communication occurs between all parties.

### Workplace Rehabilitation Provider performance management

CGU Workers Compensation has a panel of Workplace Rehabilitation Providers, who have been chosen based on their return to work outcomes, duration of claims, customer service, location and experience of staff. The Workplace Rehabilitation Providers on the CGU panel must adhere to strict service level agreements and are audited on a regular basis. The Team Manager, Injury Management Services, meets with each Workplace Rehabilitation Provider on a monthly basis to review specific files and discuss future management plans.

### Online injury management tools

CGU has developed a free online tool for our customers to be able to develop their own injury management documents utilising simple to understand prompts leading to a completed document which adheres to legislation specific to each state.



**...that's the CGU Advantage**

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