

Claims Management & Safety Services

PLATINUM CLAIMS MANAGEMENT PROGRAM

Granite's claims and safety service goals are to manage your workers' compensation claims activity to improve your safety culture and help reduce insurance costs.

- ▶ **Implementation:** An Implementation call or visit will occur (between Granite's team, the Insurance Company's appointed representatives & your designated representatives (Safety, HR, etc.) within 45 days of your normal anniversary date.
- ▶ **Employers First Report:** Client will provide Granite's claim department (claims@graniteins.com) all employers' first report claim acknowledgements, within 24-48 hours of receipt from insurance company.
- ✓ **Claims Review Meetings:** Quarterly claims review meetings will be held jointly with your Granite Team (by telephone or in person) covering the most recent 4-year policy periods. When possible, Q3 claims review meetings will include loss control and a safety representative from the carrier.
- ✓ **All Claims Monitored:** Claims reviews will include all open and indemnity claims. We will verify that all carrier claims are managed, resolved and closed in the most cost effective and expeditious manner.
- ✓ **Regular and Ongoing Updates:** Granite will request updates from the adjusters throughout the year as needed, and all claims status updates will be delivered after each review.
- ✓ **Return to Work:** Granite will work with your designated representative and the insurance company to facilitate return to work situations, utilizing your company's policies and procedures.
- ✓ **Settlement and Reserves:** Granite will review insurance company requests for settlement and reserve adjustments for appropriateness, specific to each claim.
- ✓ **Regulatory Compliance:** Granite will verify that your workers compensation carrier(s) are maintaining regulatory compliance.
- ✓ **Claims Status Reports Accessible 24/7:** Granite maintains a spreadsheet that contains all financials and claim specifics, housed within your Online Insurance Center.
- ✓ **Experience Modifications Projections:** Granite will complete your Experience Modification Projection annually. Your projected ex-mod will be delivered to you within 4 months of your upcoming renewal.
- ✓ **Safety and Loss Control:** Granite will help provide education and training on safety or claims related topics, as directed by your safety and/or HR professional.



Ask Emma
Client Service Center

24/7 Online Insurance Center • Access Claims Information
Issue Certificates of Insurance & Auto ID Cards • Request Changes
Access Policy Information • Quick Access to Client Services

www.GraniteIns.com
www.GoECOMP.com
www.CuratedCompliance.com

Brian R. Shutts

Director of Claims

Brian brings 50+ years of Workers' Compensation claims management experience in statutory claims handling for multi-state jurisdictions, as well as claims filed under United States Longshore and Harbor Workers Act, Jones Act and Defense Base Act.

Highlights of Brian's professional career includes:

- Director, Workers' Compensation Claims, Argo Insurance Brokers
- Risk Management Consultant, Tanner Insurance Brokers
- Vice President, Claims, Robert Dalton & Company, Bierly & Associates
- Director of Workers' Compensation Self Insurance, Fred S. James Brokers
- Claims Management, Insurance Company of North America, Pacific Employers & Liberty

Brian handles claims for clients in the industries of Construction, Manufacturing, Distributing, Transportation, Oil and Gas, Technology and Public Agencies, and is Past President of the Industrial Claims Association (ICA) and past Chairman for the ICA's first USL&H National seminar.

Mark Musa, SIP

Director of Claims

Mark brings 30+ years of Workers' Compensation claims management experience within multi-state and federal jurisdictions, specializing in California's workers' compensation regulations.

Mark has worked on the carrier, third party administrator and the broker side, bringing a unique perspective that allows him to understand and address the concerns of all stakeholders.

Highlights of Mark's professional career includes:

- AVP of Workers' Compensation Claims, Western Region, Argonaut Insurance Group
- Risk Management Consultant, Tanner Insurance Brokers/Union Bank/BB&T
- Claims Management Consultant, CNA Insurance Companies
- Branch Claims Manager, ICW Group
- Multi-State Adjuster, Atlantic Mutual
- Vice President of Claims, Sedgwick CMS

Mark handles claims for clients in the industries of Retail Grocery, Construction, Manufacturing, Food Services, Technology, Warehousing, Retail Sales, Shipping, Automotive, among other industry sectors.