

7710 INSURANCE CLAIMS SERVICE ADVANTAGE



Our approach to workers' compensation claims combines claims expertise, data and technology to lower costs and guide claims to better outcomes. Our goal is to be quick, efficient and fair with each claim – accepting first notice of loss filings two ways (phone or email), typically opening claims within 24 hours of notification by the employer. This ensures medical needs are prioritized, including managing claims individually and paying claims as quickly as possible. Additionally, our claims services are part of a program system, which includes a Risk Control team that partners with each policyholder to develop a long-term strategy to help contain future injuries.

CLAIMS EXPERTISE

Our claims team specializes in first responder injuries and presumptive workers' compensation laws across the U.S. We are knowledgeable about and adhere to state-specific laws and statutes concerning claim reporting and claim handling. Overall, our team closes 87% of its reported claims within 12 months, 6 months faster than it takes the industry to achieve a similar close ratio*. Additionally, our policyholder's average claim size is 20% less than that of the industry*, due in part to closing claims faster and that less than 4% of our policyholder's claims involve attorneys, which can increase costs 20-25%.

ONLINE FIRST REPORT OF INJURY PLATFORM

The 7710 Insurance website provides policyholders self-service, 24/7 access to the downloadable forms, notices and reports required to properly file a claim. Employees will find Workers' Compensation first report of injury notice (Form B,) to be used no longer than 24 hours following an accident, as well as the HIPAA Authorization to Disclose, Release and Use Protected Health Information (Form E). Supervisors can access the Supervisor Report of Injury (Form C) and each state's Report of Industrial Injury (Form A.) Additionally, a Witness Statement (Form D) is also available on the website for download.

Please note, it is extremely important that statements from the injured worker and any witnesses are handwritten on the downloaded forms, so the facts of the claim are frozen in the person's own words. The process of filing handwritten statements is in place to safeguard everyone involved in the claims process.

Current 7710 Insurance customers and agents can also access the required forms for filing a claim via phone 844-216-2800 or email request to 7710-claims@trean.com. Further information is available in the onboarding kit.

REGULAR CLAIM REVIEWS

As a complimentary service, 7710 Insurance offers annual, semi-annual and even quarterly claim reviews. We collaborate with policyholders to review active claims and historical data to examine the impact claims have on an account's premium and how loss history compares with that of peers in the state and the nation. Our team is skilled in recognizing the signs of potential fraud and utilizing special investigative resources to verify legitimate claims and to fight fraud when found, at no additional cost.

* NCCI data from NCCI WorkComp Workstation class codes 7705 and 7710, 2008 – 2018, 7710 Insurance data through August 31, 2020.

7710 INSURANCE COMPANY – MAIN OFFICE

3250 Lacey Road, Suite 140
Downers Grove, IL 60515

(844) 200-7710
7710insurance.com

Trean Corporation administers the Workers' Compensation program on behalf of both 7710 Insurance Company and its affiliate Benchmark Insurance Company.

FOLLOW US ON

OUR VALUE PROPOSITION

A Program System of Prevention and Cost Containment

PREVENTION



Safety & Fitness



COST CONTAINMENT



Treatment Time & Claims Management



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