

QUICK REFERENCE CARD

If an Injury Occurs

Report the injury immediately, following the steps below:



- Get immediate medical help
- If it is an emergency situation, call 911
- If it is a non-emergency, transport the injured employee to a medical facility
 - Find a [Concentra Clinic](#) near you

Contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.

EMPLOYERS TAKE NOTE:

- If the injury is a **death, probable death or inpatient hospitalization:**
It must be reported within 8 hours of the incident
- If the injury is an **amputation or loss of an eye:**
It must be reported within 24 hours for outpatient; or within 8 hours for inpatient

Report the injury (by you or your agent) to DOSH (Washington state Division of Occupational Safety and Health), a division of L&I, at 1-800-423-7233 or contact your local [L&I office](#).

Return to Work Checklist

Prior to proposing a modified duty job offer to an injured worker, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.



- Did the treating doctor authorize time off work for the injured worker? If yes, can the worker return to their regular job? If not, do the following:
- Send (mail, fax or email) a *modified duty job offer checklist* to the injured worker's doctor. The *modified duty job offer checklist* is available at www.BIAW.com under the *Download Center tab*.
- After you receive the **approved** modified duty job offer checklist from the doctor, send a *job offer letter* via Certified Mail to the injured worker. A sample job offer letter is available at www.BIAW.com. Click on the *sample job offer link* from R.O.I.I. Select Claims under the *BIAW Programs tab*.
- Send a copy of the job offer letter to your R.O.I.I.® Select claim representative and L&I.
- Apply for modified duty wage reimbursement through L&I's Stay at Work program.

If you need assistance, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.

Follow Best Hiring Practices

Ensuring a good work force through best hiring practices can save hundreds of dollars in potential claim costs.



- Obtain a complete employment history
- Contact prior employer(s) and ask: "Would you hire this person again?"
- Do a background check: WA State Patrol, WA Courts
- Require post job offer physical
- Require post job offer drug test
- Require post job offer hearing exam (*licensed audiologist*)

If you need assistance, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.



R.O.I.I.® **SELECT** CLAIM REPRESENTATIVES

Match the **FIRST LETTER** of your company with the **CLAIM REPRESENTATIVE** below:

A, W..... Jamie Stephensx115 jamies@biaw.com

B, G, Y, Z..... Calen Thompson.....x162 calent@biaw.com

C, L, X..... Krystal Lucas.....x141 krystall@biaw.com

D, J, K, R..... Scott Phillips.....x145 scottp@biaw.com

E, H, U Dawn Peterson.....x154 dawnp@biaw.com

I, M, Q, #s Amanda Oppenheimx121 amandao@biaw.com

F, N, P, T, V Joanne Nichols.....x122 joannen@biaw.com

O, S Deondra Cooley.....x120 deondrac@biaw.com

Ben Bower, R.O.I.I.® Select Claim Supervisor.....x117..... benb@biaw.com

*Companies with multiple subsidiary accounts enrolled will be assigned to one claim representative based on the first letter of the main company.

R.O.I.I.® **SELECT** SERVICES AND ADMINISTRATION

Michael Couthran, R.O.I.I.® Select Co-Directorx158..... michaelc@biaw.com

Jenn Kavanaugh, R.O.I.I.® Select Co-Directorx123..... jennk@biaw.com

Kristeen Johnson, R.O.I.I.® Select Senior Underwriter/Risk Mgmt.....x119..... krisj@biaw.com

Bob White, R.O.I.I.® Select Safety Services Directorx109..... bobw@biaw.com