

FARGO PARK DISTRICT

CLAIMS COORDINATOR

The Fargo Park District has named Stacy Kruger, as the company Workers' Compensation Claims Coordinator. The Workers' Compensation Claims Coordinator is the contact person and is responsible for the full implementation of the claims management process. The Coordinator has the authority to delegate these responsibilities as necessary.

Training employees how to report work injuries

A primary role of the claims coordinator is ensuring that all employees and supervisors know what is expected of them in the event of a workplace injury. This includes how, when and who they need to tell. The claims coordinator is responsible for testing knowledge of procedures. Retraining will occur as needed when standards for reporting are not met.

Working with designated medical provider (DMP)

The claims coordinator is responsible for selecting the companies DMP, as seeing that all employees complete and return the DMP form annually. The claims coordinator is responsible for maintaining communication with the DMP. The claims coordinator is responsible for awareness and follow-up in cases that an employee seeks services outside of employer or employee designations, the claims coordinator

Accurate and prompt reporting of claims and incidents

The claims coordinator will see that all first reports of injury are filed within 24 hours of injury. In cases where medical treatment is not sought, the claims coordinator will monitor for changes in status and encourage treatment within the 14 day deductible window.

Communicating with injured employees

The claims coordinator is responsible for ensuring communication on all aspects of the claim process including accurate accident investigation data, explanation of benefits, coordination of transitional duties and regular status updates. The claims coordinator will instill an expectation that the injured employee contact his supervisor at least weekly and immediately following each doctor visit.

Coordinating return to work

The claims coordinator is responsible for developing and implementing return to work policies and procedures. This will include established parameters and timelines for communication and documentation. The claims coordinator is responsible for working with supervisors to identify meaningful transitional jobs in advance.

Case Management

The claims coordinator is responsible for the full cycle of an injured workers process of returning to full duty. This includes ensuring accommodations and cooperation with restrictions, encouraging support from supervisors and co workers, monitoring timelines and maintaining communication with physicians.

Corrective Actions

The claims coordinator is responsible for collaborating with the safety coordinator on root cause investigation to prevent circumstances that led to injury from recurring.

Contact Information:

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