Workers' Compensation Flow Chart of Claims Process Summary UCSC Incident Report must be filed with Risk Services within 24 hrs of employee notification Submitted to Third Party Claims Administrator within 24 hrs of notification. Claims Administrator has 14 days from Risk Services notification to Accept, Delay or Deny the claim. Deny- No Workers' Delay- Up to 90 days Compensation to investigate. Only benefits provided. Accept- Full medical benefits Workers' within guidelines. Compensation benefits provided. Medical Treatment and **Temporary Work Status** Determination **Temporary Total** Continue **Transitional Work** Disability (TTD): Assignment: Regular Temporarily unable to Temporary assignment Work perform work. within doctor's work restrictions. Maximum Medical Improvement (MMI) and Permanent Work Status Determination Discharged from Discharged from medical care medical care with without Restrictions Restrictions

Claim Resolution