

# Prompt Reporting Matters



Industry data consistently shows that the longer it takes to report a claim, the more costly it becomes. Third Coast Underwriters (3CU) strives to have all claims — incident only, medical-only and lost-time/indemnity — reported to us within one business day as there's a proven direct correlation between prompt reporting of claims and successful loss mitigation.

**Our data indicates claims filed seven days or later cost on average 32.8% more than those filed within the first six days. Claims filed 15 days or later cost on average 46.7% more than those filed within the first two weeks.<sup>1</sup>**

Late reporting of claims can lead to other negative impacts, such as:

- Increased likelihood employees will engage with attorneys
- Potential for fraudulent claims to spin out of control
- Recorded statements become less valuable and more difficult to obtain
- Costly state fines for delayed reporting may be assessed against you

When you promptly report a claim, your employee benefits from:

- The knowledge that you see them as a valued member of your team
- Faster, more effectively managed care from best-in-class physicians based on 3CU analytics and experience
- Timely and appropriate medical treatment for injured workers
- Prompt payment of medical bills
- Eased apprehension due to 3CU's quick intervention

As an employer, you can benefit from:

- Lower overall claim costs
- Reduced instances of fraud
- Decreased risk of litigation
- Lower experience modifications
- Reduced lost work time
- Reduced indemnity payments

Contact your dedicated claims or loss control representative to implement an accountability program that will help ensure prompt reporting of injuries and accidents, while building a more comprehensive safety culture.

## 5 Ways to Report a Claim

1. Online: [3CU.com](http://3CU.com)
2. Email: [ReportAClaim@3CU.com](mailto:ReportAClaim@3CU.com)
3. Phone: 866-641-2328
4. Fax: 866-323-1034
5. TeleCompCare®: Upon contacting our telemedicine hotline, FNOL is auto-initiated

Report all claims, including incident-only claims, within one business day. Your dedicated claims representative will contact you within 24 hours.

<sup>1</sup> Based upon Third Coast Underwriters claims year data from 2016-2020 for total claim costs excluding catastrophe and fatality claims.

3CU.com  
1-866-641-23CU

 ThirdCoast  
Underwriters