

## Claims Management Certification

Learn the latest techniques in efficiently handling Claims Management; a primer for novices and a refresher for veterans alike. This course takes the participant through the spectrum from basic principles and theory up to advanced claims management practices. The first day is an introductory day, dealing with procedure, programs and guidelines, filling out WSIB forms, offering insight into working with personnel and dealing with work refusals. Day two takes a more advanced approach, covering various types of claims, working with adjudicators, processes and appeals, NEER and problem solving. A complete copy of the Workplace Safety and Insurance Act is provided for each participant.

### Course Content

#### DAY 1 Introduction to Claims Management

- Objectives of Claims Management
- Post-Accident Procedure
- Working with Medical Personnel
- Successful Modified Work Guidelines
- Dealing with Work Refusals
- Benefits of a Modified Work Program
- Effective Communication Techniques
- Attendance Management Techniques
- Who Is Responsible for Workplace Safety?
- Human Rights Issues
- Roles and Responsibilities
- WSIB Forms

#### Day 2 Advanced Claims Management

- Handling their party claims
- Apply for cost relief through SIEF
- Amalgamate and/or find re-occurrences
- Working with Adjudicators
- Role of the Board
- Letter Campaign
- Objection Process and Appeals
- Cross-Examination Techniques for Appeals
- New Experimental Experience Rating (NEER) Plan, Ergonomics and problem solving
- Pursue continuous training/research

### Benefits to Expect from Claims Management Certification Course

Focus on how information applies to real world situations  
Area-specific information  
Depth of information to be able to explain  
Instructors have extensive education and field experience

Hands-on activities  
Practical activities, examples, difficult situations, strategies to overcome challenges  
Tricks, traps and inside information  
Understand why Claims Management works

Call us or visit our website for more information about our wide range of services:  
Toll Free: 1.888.771.6754  
[www.ekginc.com](http://www.ekginc.com)

*EK Gillin & Associates Inc.*  
356 Ontario Street, Suite 362, Stratford, ON N5A 7X6  
Phone: 519.662.3819 Fax: 519.662.6595  
Email: [ekginc@ekginc.com](mailto:ekginc@ekginc.com)

## COURSE REGISTRATION FORM

*Attendee(s): Please list additional names on separate copies made from this registration form.*

Name

Title

Company

Preferred Mailing Address

City

Province

Postal Code

Telephone

Residence

Cell

Fax

Email

**Course Registering for:**

Course Name

Course Date

Course Cost

Plus HST (13%)

Total Amount Due

Registration Code:

**PAYMENT METHOD: (Payment must be received before the course start date.)**

Cheque/Money Order (Payable to: *EK Gillin & Associates Inc.*)

Credit Card    MC                      VISA

Card Number: \_\_\_\_\_ Exp. Date \_\_\_\_\_ / \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Purchase Order #                      (Must be received in advance of the course)

Accounts Payable Personnel:

Telephone #:

Extension:

Please note any special dietary needs

Fax registrations to (519) 662-6595 or email to [training@ekginc.com](mailto:training@ekginc.com).

How did you hear about this course? (please circle)

Website

Personal Referral

Email

E-Newsletter

Hard-Mail