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|  | Claims & ManagementBrokerage-E Systems400 Jordan Road Troy, New York 12180Tel: 1-800-337-7419  |

**Onondaga County Client Service Instructions & Contact Information**

The attached Client Service Plan (CSP) is a compilation of information and requirements agreed to between Onondaga County & Triad Group. It is designed as a reference for the Client and Triad for claims handling guidelines.

**Claim Transition**

Employees with existing workers’ compensation claims and all related claim, medical treatment, billing and time restoral concerns, will see their claim automatically transition from UMR to Triad. Triad Group is responsible for making this transition for Onondaga County.

**Phone Call Responsiveness**

The prompt return of all calls is essential. Calls from an injured worker or Client personnel must be returned the same business day or within 24hrs.

**Communication**- preferred method is e-mail and phone depending on the circumstances.

**Claim Reporting-** Departments will scan and e-mail all new claims to Joanne Satter (jsatter@triadgate.com).

**Claims Closure-** Triad is to conduct reviews of all open Workers’ Compensation indemnity files and promptly close all files as permitted by NY State WCB Guidelines.

**Initial Three Point Contact**

Triad shall ensure a thorough claim review and contact will be completed on each new claim (Incident Only, Medical Only & Lost Time) or that reasonable attempts to complete the necessary contacts are evidenced and documented in each file within 24-48 hours of receipt of such claim. Unsuccessful attempts to contact the parties by phone shall be followed by a letter to that party advising that the adjuster must speak to the party. Efforts of attempt to contact all three parties must be included in the claim file notes.

**Medical Case Management**

Cases involving the following loss factors are to be reviewed by an Early Intervention Nurse (in-house) for telephonic medical case management:

* Cases involving lost time.
* Cases involving the back, neck, head, shoulder, knee or multiple body parts.
* Stress claims.
* Occupational disease claims.
* Medical Only cases that have reached $3,500 in paid medical expenses.
* Cases where the claimant has multiple (more than two) prior injuries.
* Cases where a Schedule Loss of Use Opinion has been received.
* Cases where a surgery request has been made.
* Cases where an MRI of the back, neck, shoulder, knee or hip has been made.
* Cases where we are trying to obtain a RTW release.

**Return to Work Programs**

Triad adjusters and Early Intervention Nurses (in-house) are expected to proactively work with treating physicians to determine what employees cando, as well as to obtain objective work restrictions and educate the treating physicians about the Onondaga’s return to work programs.

**Triad Contacts**

Joanne Satter- On site Adjuster @ JH Mulroy Civic Center

E-mail: jsatter@triadgate.com

Ph#: 800-337-7419 x 329

Mark Kanoza, Team Leader

E-mail: mkanoza@triadgate.com

Ph#: 800-337-7419 x 309

Kelly Wright, Claim Manager

E-mail: kwright@triadgate.com

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**County Contacts**

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Director of Risk Management

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Nurse Case Managers

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