



ConciergeCLAIM[®]
Nurse

ConciergeCLAIM[®] Nurse

GETTING YOUR INJURED EMPLOYEES BACK TO WORK

ConciergeCLAIM Nurse is a comprehensive workers compensation claim program designed to simplify the claim process for injured employees, helping them return to work as soon as medically appropriate.

How the program works

A Travelers nurse case manager is on-site at a local health care clinic to meet with injured employees face to face.¹ Our nurse case managers:

- Clearly set expectations about the claim process, reducing uncertainty and the potential for litigation
- Use their medical background to help facilitate care suggested by medical providers that can ultimately lead to more prompt and accurate claim decisions
- Assist the employee with information they may need, related to the medical treatment plan developed by the clinic's physician, increasing the likelihood of the employee's safe and prompt return to work

***ConciergeCLAIM* Nurse advantages**

- Streamlines the workers compensation process by enhancing the partnership between our nurse case managers and local health care clinics.
- Less time is required to file claims, as our nurse will be able to report the losses on your behalf and keep you informed of developments.

Proven Results²

- **35%** reduction in days out of work
- **86%** reduction in attorney representation
- **39%** reduction in days to closure
- **18%** reduction in overall claim costs

For more information, please contact your Travelers representative.

¹ Where permitted

² Based on comparison of Travelers ConciergeCLAIM Nurse claims to non-ConciergeCLAIM Nurse claims for accident years 2013 to 2016

