



Responsive from report to resolution.

Our dedicated, highly trained claims professionals take the time to get to know you and your business, applying their workers' compensation expertise and an array of services that enable timely, efficient management of claims for the best possible outcome.

Experienced Adjusters & Managers

Featuring a lower than industry average caseload, our experts bring deep focus and knowledge to each claim strategy, with regular claims review meetings, and bilingual capabilities.

24/7 Claims Reporting

In addition to our proprietary telephonic nurse case management program, we offer optional scene response with investigators, attorneys and industry experts. You can also report claims virtually, while our advanced predictive analytics bring greater clarity to the process.

Advanced Managed Care

We've got the injured worker's care at heart, while also managing costs: our approach includes a custom medical provider network, precision bill review

and pharmacy benefit management, an optional opiate control program and a convenient telemedicine service.

Zero Tolerance for Fraud

We monitor each claim closely to detect, deter and investigate fraud, utilizing advanced data analytics to identify potential offenses, while our Special Investigations Unit works with policyholders and law enforcement to pursue and prosecute parties engaged in such activity.

Claim Litigation Management

We find better communication means less litigation. From on-staff bilingual claims professionals and interpreters to a dedicated language line, we want to ensure the best resolution. We also deploy experienced claim litigation counsel, with in-house capabilities in CA and AZ.

Claims

copperpoint.com



Return to Work Focus

We emphasize the benefits to everyone of appropriate reintegration into the workforce: our stay-at-work programs lower indemnity costs; the development of modified/alternate duty job banks ease earlier re-entry; we also offer programs that provide a return-to-work option at a Non-Profit organization.

Completing the claims picture.

You'll find more information to simplify and streamline the claims process on our website, including:

- How to file a claim
- Workers' Comp Claims Kit
- When there's an injury
- Finding a medical provider
- Pharmacy First Fill

This information is provided as a general overview. Actual coverage and services may vary and is subject to policy language as issued. Coverage is underwritten by CopperPoint Insurance Company, or one of its wholly-owned insurance companies, and is limited to the states where licensed. California policies are underwritten by Pacific Compensation Insurance Company and Alaska National Insurance Company.

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