

# Award-winning portal helps ease the pain of on-the-job injuries for all

New tools empower employees, promoting better healing and healthier businesses.



### The problem:

Injured workers are often frustrated by complicated claims and recovery processes. This can slow progress, fuel ill will, and disrupt business in other ways.



### Our solution:

Focus on the worker's needs to make recovery easier at every step, starting with an award-winning, mobile-friendly portal.

What people who have used the portal have to say:

"So much more simple compared to other websites I've used."

— Josh H.

"Never had an issue getting through to a live person."

— Susanna K.

"It tells me exactly what I need to see."

— Patrick J.

## Capabilities that simplify employee recovery

Our website encourages participation and follow-through by making it simple for injured workers to:

- Find out when a check is coming
- Set up direct deposit for faster access to payment
- Contact adjusters and specialists
- Find medical care providers
- Get answers to common questions

## Engagement that helps improve return to work outcomes

Providing tools like this shows employees you have their back, which can help:

- Reduce downtime
- Preserve institutional knowledge
- Protect company culture
- Reduce costs by improving workers compensation claim outcomes
- Optimize production

## Why it works

Winner of the 2020 Business Insurance Innovation Award, the website was built from the worker's point of view, using the following four pillars of injured worker advocacy:

### Empathy

Put yourself in workers' shoes to anticipate and meet their needs.

### Connection

Keep the employer and employee in the loop.

### Clarity

Use clear, simple language that makes the goals and process easy to understand.

### The right care

Enable treatment that helps employees get back to work.

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