



Workers' Compensation Value-Added Services

Experience the difference with SECURA's Workers' Compensation services.

With SECURA's Workers' Compensation coverage, your customers have the coverage, service, and resources they need when accidents happen to get their employees lives and their business back to normal.

Customer service differentiators

Our relationships with our independent agents are our top priority; and our goal is to be your claims service partner of choice. Through our conscious effort of hiring skilled associates who care about our agents and policyholders, we believe that we can make a genuine difference for you and your customers.

We're here to help you understand our coverages, provide a claim status update, assist with experience mod projections, and answer any questions you may have.

Workers' Compensation account manager

We have a specialized claim account manager whose role is to work directly with our agents to assist with a variety of services, including reviewing claims, providing a loss analysis, cost savings reports, and more. Identifying and reviewing this information specific to each customer can be helpful prior to renewal. Please reach out to Jessica Schmidt, Senior Account Manager-Workers' Compensation, or your underwriter for more information about adding this service to your account.



Jessica Schmidt,
Senior Account Manager —
Workers' Compensation
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Large Workers' Compensation accounts

Do your large Workers' Compensation accounts have unique needs? If an account meets certain requirements, it can qualify for an account manager or some of our other services; such as claims reviews, access to our Business Link, and more. If you're not sure if an account qualifies, reach out to your underwriter.

Nurse Hotline

More than 40%
of injuries reported to Nurse Hotline result in employees going **back to work without a claim.**

With our Nurse Hotline service, your customers have 24/7 access to a registered nurse if an injury occurs. Through our partnership with Medcor, Nurse Hotline is offered as a free benefit to policyholders who have a Workers' Compensation policy with us.

We'll also provide you with a customized performance outcomes report specific to each account to report on how your customers are using our Nurse Hotline service. This tool ensures that your accounts are using Nurse Hotline correctly.

Coverages may not be available in all states. Coverages described are subject to all the terms and conditions of the policy, including deductibles, exclusions, and limits of liability. Not all agents are authorized to write all types of insurance. Policies may be underwritten by SECURA Insurance Company or SECURA Supreme Insurance Company, affiliated companies referred to collectively as SECURA Insurance Companies. Please read the policy carefully.

Protection designed for you.



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Telemedicine

Telemedicine is an enhancement to our Nurse Hotline service. With telemedicine, a registered nurse will determine the nature of the injury and, if appropriate, transition the injured worker to a telemedicine physician who specializes in work-related injuries and illnesses. Telemedicine eliminates the need to travel and spend time in an urgent care or emergency room. It's an easy and efficient way to get an employee the care they need so they can stay on the job.

Return-to-Work program

Rely on our Return-to-Work program to help get an insured and injured employee back on track quickly. Our claim representatives will work directly with all involved to help minimize the emotional and economic impact that can occur when a workplace injury takes place. Once a claim is filed, we will work directly with our insured and their doctor to determine appropriate work duties and restrictions. If an employer is unable to provide light duty work to accommodate medical restrictions, our Transitional Return-to-Work treatment option may also be offered.

Crisis Care

When a workplace incident turns from injury to tragedy, it can result in emotional trauma for all involved. We offer a Crisis Care service that provides access to a Behavioral Health Specialist who is trained in trauma that will provide recommendations and support. When necessary, an on-site visit for small and large groups, or individual psycho-educational care, may be provided as needed.

If your customer is in a situation in which Crisis Care is warranted, please contact us and we will help determine if it will benefit the circumstance.

