

WORKERS' RECOVERY UNIT

Our commitment to ongoing communication removes barriers to recovery.

COMMUNICATION | COLLABORATION | COMPASSION

The CWG Workers' Recovery Unit (WRU) is focused every day on a holistic approach to claim handling. Our team of experts concentrates on what matters most to our customers—providing the best care and outcomes for your Workers' Compensation claims.

WRU DIFFERENTIATORS

- + Proactive Communication & Transparency
- + Focused on Psychosocial Issues
- + Recovery - Keeps End Goal Top of Mind
- + Serves as a Resource to all Interested Parties Throughout the Life of the Claim
- + Jurisdictionally Based Teams

STRATEGIC PARTNERSHIPS

- + MedCall 24/7/365 Physician Care
- + Predictive Analytics
- + Berkley Regional Partnership

SERVICE DRIVEN

- + 94% of post-claim survey respondents indicated they would recommend CWG to others.
- + Since 2021, litigation counts are down 13% due to CWG's customer service efforts to mitigate miscommunication.

TESTIMONIAL

"[Our business] and CWG have a great relationship. I am especially appreciative of the personal customer service that the Worker's Recovery Team provides. While CWG promises a phone call within 24 hours of submitting a First Report of Injury most often the call is same-day, sometimes within a couple of hours! This allows the claim to be processed quickly. I also am very happy that the Worker's Recovery Team is willing to call the rehabilitation centers or doctors' offices when the scheduling of appointments hits unforeseen delays. The most important part of the process is getting the employee healthy and back to where they were before the incident. CWG makes this time as short as possible."

- James B., CWG Insured | 01-2023

RETURN TO WORK PROGRAM

Allowing an injured worker, who has temporary physical limitations, to return to work is one of the greatest methods of controlling workers' compensation costs.



Can a regular duty job be broken into smaller functions?



Is there a task that has been waiting to be completed until someone has free time?



Use a shortened number of daily work hours for an employee with restrictions.



Ask the injured employee to identify light duty aspects of their regular work.



IDENTIFY MODIFIED DUTY JOBS

- Prepare a modified duty job description for approval by the physician of record.
- Identify modified duty jobs in advance of the need for one.
- The WRU offers multiple return to work options with collaborative vendor partnerships.



BENEFITS TO THE EMPLOYEE

- + Enhances emotional health giving a sense of purpose and value
- + Ongoing team cohesion and support
- + Promotes healing and continued productivity

BENEFITS TO THE EMPLOYER

- + Reduced Workers' Compensation costs
- + Reduced lost work time due to injuries
- + Demonstrates concern for the injured worker
- + Improved team morale
- + Takes injured workers from absent or idle to present and productive

If you have any questions about modified/light duty please feel free to contact us. We can provide assistance with identifying modified positions that work for your organization.