

# QUICK REFERENCE CARD

## If an Injury Occurs

Report the injury immediately, following the steps below:



- Get immediate medical help
- If it is an emergency situation, call 911
- If it is a non-emergency, transport the injured employee to a medical facility
  - Find a [U.S. HealthWorks Medical Group](#) near you

Contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.

### EMPLOYERS TAKE NOTE:

- If the injury is a **death, probable death or inpatient hospitalization:**  
**It must be reported within 8 hours of the incident**
- If the injury is an **amputation or loss of an eye:**  
**It must be reported within 24 hours for outpatient; or within 8 hours for inpatient**

Report the injury (by you or your agent) to DOSH (Washington state Division of Occupational Safety and Health), a division of L&I, at 1-800-423-7233 or contact your local [L&I office](#).

## Return to Work Checklist

Prior to proposing a modified duty job offer to an injured worker, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.



- Did the treating doctor authorize time off work for the injured worker? If yes, can the worker return to their regular job? If not, do the following:
- Send (mail, fax or email) a *modified duty job offer checklist* to the injured worker's doctor. The *modified duty job offer checklist* is available at [www.BIAW.com](http://www.BIAW.com) under the *Download Center* tab.
- After you receive the **approved** modified duty job offer checklist from the doctor, send a *job offer letter* via Certified Mail to the injured worker. A sample job offer letter is available at [www.BIAW.com](http://www.BIAW.com). Click on the *sample job offer link* from *R.O.I.I. Select Claims* under the *BIAW Programs* tab.
- Send a copy of the job offer letter to your R.O.I.I.® Select claim representative and L&I.
- Apply for modified duty wage reimbursement through L&I's Stay at Work program.

If you need assistance, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.

## Follow Best Hiring Practices

Ensuring a good work force through best hiring practices can save hundreds of dollars in potential claim costs.



- Obtain a complete employment history
- Contact prior employer(s) and ask: "Would you hire this person again?"
- Do a background check: WA State Patrol, WA Courts
- Require post job offer physical
- Require post job offer drug test
- Require post job offer hearing exam (*licensed audiologist*)

If you need assistance, contact your R.O.I.I.® Select Claim Representative at (360) 352-7800.



111 21st Avenue SW | Olympia, Washington 98501 | (360) 352-7800 | (360) 352-5332 (f) | [BIAW.com](http://BIAW.com)

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# R.O.I.I.® **SELECT** CLAIM REPRESENTATIVES

Match the **FIRST LETTER** of your company with the **CLAIM REPRESENTATIVE** below:

- A, W ..... Melissa Uphold ..... Ext. 162 ..... [melissau@biaw.com](mailto:melissau@biaw.com)
  - B, G, Y, Z ..... Ryan Legaspi ..... Ext. 121 ..... [ryanl@biaw.com](mailto:ryanl@biaw.com)
  - C, L, X ..... Ibis Myers ..... Ext. 124 ..... [ibism@biaw.com](mailto:ibism@biaw.com)
  - D, J, K, R ..... Scott Phillips ..... Ext. 145 ..... [scottp@biaw.com](mailto:scottp@biaw.com)
  - E, H, U ..... Dawn Peterson ..... Ext. 154 ..... [dawnp@biaw.com](mailto:dawnp@biaw.com)
  - F, N, V ..... Alison Brackett ..... Ext. 164 ..... [alisonb@biaw.com](mailto:alisonb@biaw.com)
  - I, M, Q, #s ..... Amy Sutton ..... Ext. 127 ..... [amys@biaw.com](mailto:amys@biaw.com)
  - P, T ..... Anh Tran ..... Ext. 138 ..... [anht@biaw.com](mailto:anht@biaw.com)
  - O, S ..... Deondra Cooley ..... Ext. 120 ..... [deondrac@biaw.com](mailto:deondrac@biaw.com)
  
  - Ben Bower, R.O.I.I.® Select Claim Supervisor ..... x117 ..... [benb@biaw.com](mailto:benb@biaw.com)
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## R.O.I.I.® **SELECT** SERVICES AND ADMINISTRATION

- Mark Shaffer, R.O.I.I.® Select Program Director ..... x111 ..... [marks@biaw.com](mailto:marks@biaw.com)
- Jenn Kavanaugh, R.O.I.I.® Select Admin/Marketing Director ..... x123 ..... [jennk@biaw.com](mailto:jennk@biaw.com)
- Kristeen Johnson, R.O.I.I.® Select Senior Underwriter/Risk Mgmt ..... x119 ..... [krisj@biaw.com](mailto:krisj@biaw.com)
- Bob White, R.O.I.I.® Select Safety Services Director ..... x109 ..... [bobw@biaw.com](mailto:bobw@biaw.com)