

# The CompWest Difference

We've learned that when someone gets hurt on the job, it impacts more than just one person. Our Workers' Compensation with Care® approach supports the premise that injured workers who feel cared for want to get back to work quickly. The CompWest team is committed to doing what it takes to bring injured workers back to their families, back to their jobs and back to life as usual.

**TeleCompCare®**

**Investigative  
Services Unit**

**\$35M**

Loss Avoidance\*

We settle 95% of disputed claims before they go to trial.

**Safety Training**

Narcotics Program Pharmacy Program



**29%**

E-Mod Reduction\*\*

## Our Commitment and Expertise

Our goal is superior claims management, underwriting expertise and value-added services designed to reduce costs for policyholders. Our industry-leading services, such as our narcotics and pharmacy programs and Keep at Work® (KAW) – our proprietary program that shortens the duration of disability and assists in keeping injured workers functioning effectively in the workplace – aim to reduce claim costs as much as possible. What does this mean to you? Better care for your employees and lower premiums for your bottom line.

## Creating Efficiencies

We offer a unique pay-as-you-go solution that bases premium on actual payrolls (rather than estimates) and allows for convenient online payments. Our website offers a complete library of resources – including workplace safety training and videos, safety tip sheets and guidebooks, claims information and fraud information – at no cost to you.

CompWestInsurance.com  
1-888-266-7937

**CompWest**

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 **AF Group**

## Our Team of Experts

We pride ourselves on providing exceptional service. That's why we staff our own team of experts instead of using vendors and we have a local presence (not a phone number) in our core states.

- **Loss Control Consultants** – With workplace safety as their number one goal, our consultants provide personal, unrivaled safety services and support to policyholders.
- **Internal Nurse Case Managers** – Our nurse case managers work closely with injured workers, employers, physicians and claims handlers throughout the entire claim process to ensure the worker receives the best care while assisting in early return to work which helps to reduce claim costs.
- **Corporate Medical Director** – Our in-house medical director provides guidance and strategic direction on a wide range of medical management and cost containment initiatives, with a special focus on improving the quality of care for injured workers.
- **TeleCompCare®** – This 24/7 nurse triage hotline provides injured workers with access to quick medical assessments, referral to medical care when appropriate and a convenient option to connect with an occupational physician via live video conference.
- **Pharmacist** – Our staff pharmacist works closely with our claims team to recommend changes to medications and identifies inappropriate dispensing to help avoid opioid addiction and prolonged recovery times.
- **Investigative Services Unit** – With billions of dollars lost in the industry each year to insurance fraud, our team of former law enforcement professionals partner with our claims team to investigate and expose potential fraud.
- **Premium Audit** – Our auditors are some of the best in the business, working with customers to verify payroll and class codes to ensure accurate premiums.
- **Claim Handlers** – Seasoned claim professionals located in the field who understand their local legal and medical environment – and can guide the injured worker through the recovery process.
- **Medical Bill Review** – This team collects all injured worker bills to review for accuracy.
- **CARE 2.0** – 95% of disputed claims will actually settle before going to trial.
- **Keep at Work® (KAW)** – This proprietary program shortens the duration of disability and assists in keeping injured workers functioning effectively in the workplace.

## Protecting Your Employees – And Your Bottom Line

By proactively caring for injured workers and helping business owners improve workplace safety, we have successfully lowered experience mods, and therefore reduced costs, for our customers.

**For more, visit [CompWestInsurance.com](https://CompWestInsurance.com) or contact your dedicated business development consultant.**

\* Based on savings compared to internal benchmark.

\*\* On average, a policyholder with an initial ex-mod >1.25 who has been with CompWest for at least four years will experience a 29% reduction. Based on 2005-2022 policy year data.