

# Workers' Compensation Reporting Procedures Including Serious Injuries

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## Report a claim

- **Call:** 888-709-3651
- **Online:** <https://www.compwestinsurance.com/>
  - Previously registered – proceed to <https://www.compwestinsurance.com/ph/file-a-claim/>
  - Not registered – visit <https://dcp.compwestinsurance.com/login/-/afglogin/register> before filing claim (FEIN, policy number and expiration date are required)
- **Email:** [ClaimsExpress@compwestinsurance.com](mailto:ClaimsExpress@compwestinsurance.com)
- **Fax:** 866-814-5595 or 866-506-5800

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## Send the employee to a designated occupational health clinic

- California employers should make sure that the clinic is in the [Medical Provider Network](#)

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## Call 911 or go to the hospital in the case of a medical emergency

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## Document the incident

- **5020 form** – employer/supervisor must complete and fax form to 866-814-5595 or 517-316-2747, or email it to [ClaimsExpress@compwestinsurance.com](mailto:ClaimsExpress@compwestinsurance.com)
- **DWC1 form** – employer/supervisor provides to the employee to complete
  - A copy should also be given to CompWest Claims and retained for company records
- **Accident/incident investigation form** – employer/supervisor gathers details (date, time, incident specifics and necessary corrective measures)
- **Log 300** – California employers must enter information on federal website
  - March 2, 2022 is the deadline for electronically reporting for the 2021 calendar year

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## Serious injury reporting

- **Serious injuries** – those that require overnight hospitalization other than for medical observation, involving death, amputation, loss of an eye or serious degree of permanent disfigurement (e.g., crushing or severe burn injuries); it is **required** that the employer contact their local [Cal/OSHA office](#) (email [caloshaaccidentreport@tel-us.com](mailto:caloshaaccidentreport@tel-us.com) or call 800-321-6741) within eight hours of the incident, in addition to reporting it to CompWest Claims.
- **Employers who fail to report a serious injury or illness or a fatal injury to Cal/OSHA within eight hours may be subject to a minimum civil penalty of \$5,000.** The eight-hour timeframe begins when an employer is first made aware of the serious injury or illness.

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