



Online Comprehensive

Workers' Compensation Claims Management

Skills-Based Training

Learn the Skills of Best W/C Claims Practice...

AE21 Online and the WCCP Association proudly present Florida's first and only comprehensive workers compensation claims training curriculum...now in a totally online, reinforced-learning format. The Comprehensive W/C Claims Management program is specifically designed to serve as a well-rounded skill-based training and education program for adjusters, medical case managers and other insurance professionals, regardless of experience level, who seek the knowledge and skills of "best workers' compensation claims practice".



A Continuum of Professional Development

After completing in this collection of 10 online workshops, students will have an increased awareness of the roles they play in helping workers who suffer occupational injury and possess the knowledge and skills necessary to be effective in the management and minimization of an employer's workers compensation loss costs. A Certificate of Completion from the WCCP's Comprehensive W/C Claims Management program will represent a solid first step along the continuum of professional training and development in the complex field of workers' compensation claims adjusting and case management.

Pre-Board Qualification

Individuals completing this program will, after a minimum of 3-years experience handling workers' compensation lost time claims and satisfaction of other requirements, be qualified to enter the WCCP's advanced certification program and seek their designation as a Board Certified Workers' Compensation Claims Professional.



Program Includes:

- ◆ Adjusting and the Claims Profession
- ◆ The Origin & Evolution of W/C
- ◆ The Compensability Doctrines of W/C
- ◆ Florida's W/C Benefits
- ◆ Jesaitis on Rules
- ◆ Evaluating & Reserving W/C Exposures
- ◆ The Intoxication Defense
- ◆ Florida's PTD Benefits
- ◆ Strategic Claims Negotiations
- ◆ Evaluating & Reserving: Presenting Your Case



Continuing Education

This online program provides the equivalent of three (3) 8-hour days of comprehensive instruction on the functional activities and requirements of workers' compensation claims adjusting. As an enhancement for students and their employers, this program is fully accredited to provide a total of 21 Adjuster continuing education credits, including 13 Law, 2 Ethics, and 6 Optional CE. Credits are automatically filed with the Florida DFS upon completion of each course segment.

Fees:

The fee for this program as a "live" presentation is \$650.00 and, if available, requires a significant commitment of time and travel. Now you or your employees can experience this exceptional learning opportunity online, at your convenience, for a sharply reduced rate of \$349.00 (WCCP Members) or \$449.00 (Non-Members).

For more information, contact:

WCCP Association

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Visit our WebSite @ www.wccp.org



Comprehensive W/C Claims Management



Course #1: Adjusting and the Claims Profession

This course explores the claims profession from its origin through decades of evolution to today's modern claims environment and highlights the fundamental activities of adjusting of an adjuster. This course also covers the duties, functions and responsibilities of an adjuster as they have changed over the past century, explores the role of an adjuster in today's society, and highlights the responsibilities one faces under the Adjuster's Code of Ethics and Unfair Claim Settlement Practices Act as enacted by Florida and other states across the country.

Course #2: The Origin and Evolution of Workers' Compensation

This course introduces Workers' Compensation as an occupational benefit delivery system, explores the issues and concepts that influenced its development over the past century, and identifies the most challenging claims management issues of the day.

Course #3: The Compensability Doctrines of Work Comp

Knowing the laws of workers' compensation is only the first step. To be truly effective, those who handle workers' compensation claims must know and understand the legal doctrines that form the basis of these laws and understand the "why" behind the laws if they wish accurately predict the outcomes of adversity. This course explores legal doctrines most commonly faced when compensability is questioned, the facts that count most in a factual investigation, and how those compensability issues will most likely be resolved in the courts.

Course #4: Florida's W/C Benefits

The timely, accurate payment of workers' compensation benefits is one of the most critical elements in the handling and management of occupational injury claims. Injured workers depend on these benefits for treatment of their injuries and replacement of lost income during periods of disability. They may also depend on other benefits due under various workers' compensation laws. As such, an adjuster must understand the benefits provided under this system of laws, know how those benefits of comp compare across the various jurisdictions, know when they are due and for how long, and know exactly how much to pay. In this course you will be introduced to the basic benefits provided under Florida's workers' compensation statute, the drivers behind these benefits, how they should be computed, and when they should be paid.

Course #5: Jesaitis on Rules

In an environment where the W/C law changes frequently, the changes in, interpretation of, and compliance to the various regulatory rules poses a difficult challenge for employers, carriers, third party administrators and the claims adjusters and professionals employed by them. Governed by the Florida Administrative Code, Section 69L-3 and administered by the Department of Financial Services and the Division of Workers' Compensation, Florida's W/C Rules require a constant vigil and a commitment by everyone from front-line adjusters to senior executives to ensure compliance and minimize significant exposure to penalties and fines. The following online course is derived from the actual transcript of one of most well known and respected expert of all Florida attorneys in the Regulatory Rules, Tim Jesaitis. In this course you will join approximately 45 claims adjusters, case managers, and claims professionals who were in attendance at one of Tim's most recent Rules workshops.

Course #6: Evaluating and Reserving W/C Claim Exposures

One of the most important risk management and fiscal control tools in the field of workers' compensation is the reserving of claims. This course focuses on exposure analysis, claim evaluation and reserving with emphasis on timeliness, objectivity, consistency and accuracy. Simple to complicated claim scenarios will be introduced where compensability, disability, entitlement and/or eligibility issues impact the evaluation equation and ultimate cost of claims, and special attention is directed toward "forecasting" ultimate exposures early in the life of a claim for timely reserving and long-term planning.

Course #7: The Intoxication Defense

The Intoxication Defense has long been regarded as one of the strongest, yet most often misunderstood defenses against a workers' compensation claim. While the increasing prevalence of alcohol and drug use in our society has also increased the attention to the issue of alcohol and/or drug involvement in the workplace, too often the defense is misused and benefits are either wrongly denied, or valid defenses compromised. This course provides a detailed examination of this defense, and when and where it should, and should not, be used.

Course #8: Florida's PTD Benefits

One of the greatest financial exposures to an employer or carrier is the injured employer who never returns to work and, as such, eligibility for permanent total disability benefits can be a complex issue and is most often hotly litigated. The course explores permanent total disability benefits as provided under Florida Workers Compensation law, with particular emphasis on benefit eligibility prior to and after the October 1, 2003 legislative changes.

Course #9: Strategic Claims Negotiations

This course covers the art of claims negotiation, as well as the concepts and principles that have proven successful over decades of claims practice. Principles include, but are not limited to, the importance of investigation, knowledge and information, accurate evaluation of exposures, assessment of the strengths and weaknesses of one's position, deployment of offers and demands, and other tips for claims and legal practitioners.

Class #10: Evaluating and Reserving: Presenting Your Case

The ability to forecast the ultimate cost of a claim comes from training and experience, and is more art than science. The experienced claims professional who engages in these best claims practice evaluation and reserving techniques follows consistent practices and protocols, not only in the calculation of future exposures but also in their rationalization and documentation. In this follow-up to Evaluating & Reserving W/C Claims, Part I, you will learn to apply best practice protocols to explain your evaluation of claim exposures and justify your reserves.

