

REPORTING DELAYS INCREASE LOSS COSTS

A Hartford study shows a strong correlation between the speed with which a workers' compensation injury is reported and the cost of the claim. Timely reporting allows us to begin managing the claim and its costs earlier. By quickly guiding injured workers to appropriate medical care, we decrease their frustration and minimize the chances of litigation. The Hartford's data clearly demonstrates that "lag time" (the time between injury and first report) significantly affects a claim's outcome.

- Loss costs for Claims reported within one week are 8% higher than those reported on the incident day.
- Loss costs for Claims reported after one month are 37% higher than those reported on the incident day.

The data also shows a significant link between lag time and the likelihood a claim will be litigated. **Claims reported after one month are three times more likely to be litigated than claims reported on the day of an incident.**

Finally, delayed reporting of workers' compensation claims can result in penalties levied by the state insurance departments. These penalties can add up quickly and have a significant impact on an insured's premium. In some cases, the penalties may be charged directly to the insured.

Reporting claims as quickly as possible can help lower loss costs, reduce fees, and ensure that injured workers receive appropriate and timely medical care. We encourage you and your clients to report claims promptly through one of the options listed below.

Agent-only Reporting Options

Phone: 1-800-553-1710

Fax: 1-866-861-2513

Email: agentfaxreporting.claim@thehartford.com

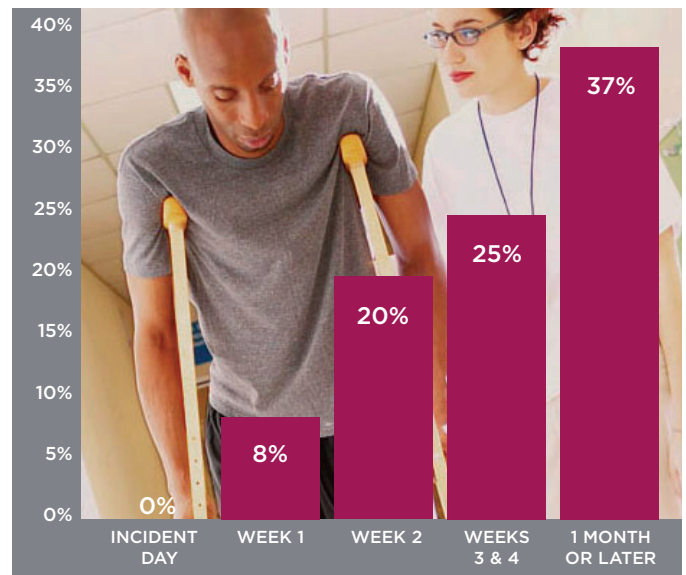
Cover sheet required for fax and email; available at <https://ebc.thehartford.com>.

Insured Reporting Information

Commercial Lines: 800-327-3636

Personal Lines: 800-243-5860

Effect of Timely Reporting on Loss Costs



Closed Claims, Accident Years 2004-2009 Includes Medical Only and Lost Time Claims