

Navigating Wisconsin Workers' Compensation Claims: Tips & Best Practices

A practical quick-reference guide for employers, supervisors, and adjusters

Employer Responsibilities:

- Provide accurate job descriptions and note length of employment.
- Document mechanism of injury from both investigation and claimant account.
- Save onsite video before erased, or have supervisor record reenactment.
- Collect names, phone numbers, and written statements of witnesses.
- Maintain attendance and discipline records.
- Document physical requirements (weights, heights, force, etc.).
- Identify light duty tasks prior to injury and provide to doctors early.
- Advise employees of light duty availability.
- Document all light duty offers in writing and track employee response.

Adjuster Tips:

- Set expectations early with employees.
- Require prompt submission of work slips and updates.
- Stress importance of attending all appointments.
- Encourage early morning or late-day physical therapy scheduling.

Recorded Statements:

- Ask clear, honest-focused questions.
- Identify primary care provider (gateway to prior history).
- Confirm prior permanent restrictions, injuries, ratings, and medical history.
- Review underlying health conditions (meds, diabetes, HBP, etc.).
- Document prior employment and prior attorneys.
- Repeat statements are appropriate in some instances.
- Ask for confirmation on answers if facts show otherwise.
- Confirm accuracy of answers at end of statement.
- Once RS obtained, provide updated explanation of next steps – NOT before.

Claim Denial & Minimizing Disputes

- Understand factual vs. medical basis for denial.
- Use clear communication and phone calls to prevent disputes.
- Thoroughly document mechanism of injury.
- Consider expert (ARCCA) analysis if needed.
- Record short (20-second) video of job duties.
- Review prior claims, restrictions, and injuries.

Thank
you

Key Takeaway:

Thorough documentation, proactive communication, and early intervention are critical to effectively managing Wisconsin workers' compensation claims.