

1. **Who does the district contact when an employee reports an injury and wishes to seek medical treatment and/or needs assistance in completing the required forms?** The district would contact their claims examiner at AIMS as the claims technician. AIMS will also provide forms or information regarding the on-line reporting process.
2. **Who should the district contact if they need assistance identifying an industrial clinic?** The Workers' Compensation Program Manager (WCPM) at BRS and/or AIMS will work together with the district to locate a clinic preferably within the preferred provider network.
3. **Who determines whether a claim is work related?** AIMS would make the determination as the claims technician based on the results of their investigation. If there is a concern regarding the investigative process or the decision the district should contact the WCPM for further discussion or clarification.
4. **What should the district do if they get a letter from an attorney representing the employee?** The district should forward the paperwork to their claims examiner at AIMS. The WCPM may be contacted with any questions or concerns regarding litigation.
5. **What if the doctor indicates temporary work restrictions and the district requires clarification or has questions regarding modified duty?** AIMS will work with the district and the treating physician to clarify temporary work restrictions and the provision of modified duty.
6. **Who does the district contact when an injured employee has been off work and returns with a full duty release?** The district should contact AIMS with the date the physician released the employee to full duty and the actual return to work date as this will impact the benefits being provided on behalf of the district. The district should contact the WCPM and/or AIMS with any questions or concerns regarding the employee's ability to return to full duty.
7. **Who should the district contact when an injured employee has permanent work restrictions the district cannot accommodate?** The district should advise AIMS of their inability to provide permanent modified or alternative work and the WCPM regarding questions or concerns regarding the impact on the outcome of the claim. The district may also contact the WCPM to discuss accommodation requirements outside of the realm of workers' compensation.
8. **Who determines the need for settlement of an industrial injury?** Not all claims require a formal settlement; however, based on the information in the final medical report, AIMS as the claims technician will address any finding of permanent disability, need for future medical care, and claim settlement.
9. **Who should the district contact when they have concerns regarding the handling of a claim(s) or need clarification on the status of a claim(s)?** The district should contact the WCPM with any questions or concerns regarding AIMS staff or claims

administration. The WCPM will mediate any difference of opinion and provide recommendation on complex or problem claims.

10. **Who will AIMS contact regarding settlement authority?** If the level of settlement is within the district's retained limit, AIMS will contact the district directly. The WCPM may periodically provide recommendation to AIMS and the district regarding settlement. Should the settlement authority level exceed the district's retention, AIMS will contact the WCPM regarding settlement taking into consideration the opinion of the district. The WCPM shall keep the best interests of the pool with any decision regarding settlement.