**HANDLING WORKERS’ COMPENSATION CLAIMS**

**CHECKLIST**

The early period is critical in handling workers’ compensation claims. So you must be sure to:

**Step 1**

* Administer first aid
* Accompany injured worker to a selected medical provider (Employees are not responsible for the payment of medical costs unless they request a second opinion, then they are responsible for the second doctor's fees)
* Report incident within the company
* Notify family
* Written or verbal notice of an injury at work is to be given to the employer before the end of the day

**Step 2**

* Make a list of all witnesses of the accident for the investigation of the incident
* “Part A” of page 1 of the W.CI 2 form (Notice of Accident and Claim for Compensation) must be completed
* “Part B” of page 1 of the W.CI 2 form should be detached and should be given to the employee who needs to submit it to the hospital/doctor that attended to him.
* The Doctor should complete a W.CI 4 form which he will return to the employer
* “Part A” of page 2 of the W.CI 2 form should be completed in full.
* After the completion of the W.CI 2 documents, send them along with a certified copy of the employees South Africa ID and the completed W.CI 4 form from the doctor (if available) to the Compensation Commissioner

**Step 3**

* The Compensation Commissioners Office will forward a postcard (W.CI.55) to the employer which will contain a claim number (reference number) – this number should be used on all other forms that are submitted hereinafter.
* After the compensation Commissioner has considered the claim a postcard (W.CI.56) will be sent to the employer. (this postcard is only sent if the Commissioner has accepted liability for payment of the claim)
* If no W.CI.56 is received, it means the Commissioner has denied the claim
* The Employer may appeal the denial claim within 90 days but submitting form W929 to the Commissioner.

**Step 4**

* If the injury continues for a prolonged period of time, the Employer needs to get a Progress Medical Report (W.CI 5) from the attending doctor which should then be submitted to the Commissioner to inform them how long the employee will remain off work.

**Step 5**

* When the attending doctor is satisfied that the employee is fit to return to work, they will issue a Final Medical Report (W.CI5) to the employer who will then submit it to the Commissioner.

**Step 6**

* Once the employee returns to work, a Resumption Report (W.CI 6) must be completed by the employer and submitted to the Commissioner
* Once the Commissioner has received all of the abovementioned forms will he make payment and close the case.
* The employer and employee should keep copies of all forms submitted to the Commissioner