Workers compensation claims

What to do when an employee is injured

When a workplace injury occurs, quick action helps ensure your employee receives appropriate care and the claim process starts smoothly. UFG Insurance can help by walking you through the steps you'll need to act with confidence.

STEP 1. SEEK MEDICAL CARE

Severe injuries or life-threating emergency

- Call 9-1-1 immediately
- Follow your internal incident reporting procedures

Non-emergency injury
If the injury is not life-threatening:

- Direct the employee to your authorized medical provider, or
- Call CorVel Advocacy 24/7 Triage Telemedicine for nurse guidance at **844-842-2674**
  - Call **855-810-9199** if you're located in Idaho, Montana, Nevada, New Mexico or Oregon
  - A registered nurse will help determine appropriate next steps
  - **Important**: The triage call is for medical guidance only and does not report a claim to UFG. If an injury results in first-aid or self-care treatment only, it is not necessary to report the claim to UFG

STEP 2. FOLLOW YOUR INTERNAL REPORTING PROCESS

Be sure to complete your company's incident reporting requirements.

STEP 3. SUBMIT THE FIRST REPORT OF INJURY (FROI)

You can submit the FROI in one of the following ways:

- **Email**: newclaims@unitedfiregroup.com
- **Fax**: 888-514-9190
- **Contact your agent**

Scan the QR code for step-by-step claim reporting instructions.

When in doubt – Call UFG Claims at 800-343-9131 for additional instruction.

WE'RE HERE TO HELP

Behind every claim is a person who matters. Taking these steps quickly helps support your employee's recovery and keeps the process moving quickly.

For additional support, an employee quick-reference guide is included and may be shared with employees as part of your workplace injury response process.

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