

Golden State Risk Management Authority

Three Point Contact Policy For Workers' Compensation Claims

Adopted: Sept. 14, 2011

POLICY

California workers' compensation best practices suggest that "three point contact" - that is, contact with the employer, the injured worker and the medical provider - be made in regards to workers' compensation claims.

For "medical only" claims, GSRMA accepts contact made through a nurse triage and reporting service, in which the service verbally and electronically notifies the three required parties, as meeting the "three point contact" requirement of workers' compensation industry best practices. Lost time/indemnity claims require that the examiner contact all three parties directly and note this contact in the respective file.