Workers' Comp

Getting Started as a Work Comp Adjuster: Practical Tips and Advice

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3 MIN READ

As a new adjuster, you might find yourself dealing with an overwhelming volume of claims, handling extensive documentation and complying with constantly changing regulations. However, with the right partners, strategies and tools, you can navigate these challenges with success.

Here are some tips to help you excel in the complex world of workers' compensation.

1. Embrace Digitalization
In today's digital age, having secure access to claim files and documentation on your laptop or tablet is essential. Working with a specialty provider that offers online tools allows you to access and update case referral information in real-time, whether you're in the office or out in the field.

2. Stay Connected
A smartphone or mobile hotspot is instrumental in maintaining communication with all parties involved, ensuring that you can manage your tasks effectively, regardless of your location. In addition, having access to a dedicated care coordinator as a single point of contact for claims requiring specialty services improves your ability to access up to date information.

3. Equip Yourself with Calculation Tools
Whether it's a physical calculator or an app on your smartphone, having the ability to quickly crunch numbers will allow you to estimate costs and calculate benefits effectively. A knowledgeable care coordinator can also help you determine estimates for products and services, as well as help in decision making when multiple options are available.

4. Invest in Documentation Equipment
A notepad or digital note-taking device, along with writing instruments, is a must-have for capturing details during investigations or interviews. A camera, either standalone or as part of a smartphone, is also crucial for documenting injury sites and work environments. Your specialty provider can also assist in information collection for needed recovery items including hospital discharge checklists and home or vehicle modification requirement guidance.

5. Leverage the Support of Specialty Providers
Collaborating with specialty providers like Apricus Specialty Solutions can significantly enhance your

productivity by reducing administrative tasks and streamlining processes like product and service scheduling. This allows you to focus on the more detailed aspects of claims handling and make referrals for all your specialty products and services from one source.

6. Understand the Legal Landscape
Familiarize yourself with each stage of the claims process, from intake to closure, and build a professional network with medical providers, fellow adjusters and legal professionals. Subscribing to our monthly Compliance Updates can also keep you up to speed on the many regulatory and legislative changes happening within the industry.

7. Boost Your Knowledge
Deepening your understanding of common workplace injuries and treatments, along with mastering claim management systems and related software will greatly improve operational efficiency in claims processing. Regularly check the Specialty Solutions Toolkit for updates on industry tools and resources.

8. Gain Insights From Experienced Colleagues
Embrace the opportunity to learn from experienced professionals. Their knowledge can help you avoid common pitfalls and navigate challenging situations. Explore Specialty Solutions Spotlight for frequently asked specialty questions and answers.

9. Commit to Ongoing Education
In the constantly evolving field of workers' compensation, continuing education is essential to stay ahead and adapt to changes. Earn CEU credits and broaden your knowledge through complimentary webinars led by subject-matter experts to keep your certifications up to date.

Each claim you handle isn't just a case—it's a responsibility towards an individual's well-being. By equipping yourself with the right tools, embracing continuous learning, and leveraging professional networks and support, you can navigate the complexities of claims adjustment with greater proficiency and accuracy.

Whether it's home health, durable medical equipment, diagnostics or another specialty service, Apricus Specialty Solutions offer a one-stop-shop experience to make sure those recovering from an injury get what they need, when they need it.

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