13 Ways to Fight Fraud in the Workplace

1. **Show your employees you care about them.** It's true. Companies that treat workers fairly and with concern have the fewest job injuries and fraudulent claims. Listen to your employees' concerns and respond to their input. Regularly assess attitude and morale as well.

2. **Maintain a safe work environment.** Every employer is required to have an injury and illness prevention program. If you don't already have one don't worry, State Fund can help you create your own. By providing ongoing safety-related training, incentives, and meetings, you can help ensure a safe workplace.

3. **Educate your employees about workers' compensation.** The law requires you to inform your employees about their workers' compensation rights. When your employees understand their workers' compensation rights and responsibilities, it may reduce misunderstandings and possibly put an end to any misconceptions.

4. **Become familiar with the State Fund Medical Provider Network (MPN).** To obtain medical control for the life of the claim, you need to make sure that an MPN physician provides the initial treatment. Subsequent treatment should also come from an MPN provider chosen by the injured employee. You can search for a State Fund MPN physician on our website, www.StateFundCA.com, or call Customer Support at **(888) 782-8338**.

5. **Establish procedures for reporting accidents.** Familiarize employees and supervisors with workers' compensation claims reporting procedures and have appropriate report forms on hand. Train supervisors to investigate work-related accidents thoroughly. Ensure that everyone understands the need to report injuries promptly. Reporting claims to State Fund is easy. Contact Customer Support at **(888) 782-8338** and we'll assist you with the process.

6. **Handle fired workers with care.** Disgruntled ex-employees are often angry and more likely to file false claims. They can also be easy prey for unscrupulous professionals. You should document the work-related activities of employees who are about to be laid off or fired. Conduct exit interviews of employees that include questions about the employee's physical condition and any on-the-job accidents or injuries not yet reported. The answers to these questions may help refute or deter future false claims.

7. **Publicize your tough stance against fraud.** Inform employees that all suspicious claims will be investigated, all improper claims fought, and all evidence of criminal wrongdoing turned over to the DA's office for prosecution.

8 **Investigate immediately.** You should investigate all injuries thoroughly. In addition, while memories are still fresh, talk to each witness and coworker separately, and ask each one what he or she knows about the injury. Following your investigation, discuss your findings with your State Fund claims adjuster. Be sure to relay any suspicions of fraud.

9 **Pave the way for a smooth return to work.** Keep in touch with injured employees and make it clear you're looking forward to them returning to work as soon as the doctor releases them. Employees who feel valued and needed are far less likely to abuse the system. If possible, devise a modified work program to speed their return to work.

10 **Neither deny nor confirm doubtful claims.** You may receive phone calls or letters from medical or legal providers asking you to verify injuries you think are suspicious. You should refer all such questions directly to State Fund without discussion, because anything you say can be used to legitimize unnecessary medical and legal services.

11 **Don't be an unwitting part of the fraud problem.** There are several ways by which an employer can be accused and found guilty of workers' compensation fraud. Don't let it happen to you. Be aware that the following actions may be considered fraud:

- Knowingly providing false or misleading information regarding entitlement to benefits to discourage an injured worker from filing or pursuing a claim.
- Knowingly giving false information that causes the carrier to either deny benefits that should be paid or pay benefits that are not due.
- Knowingly giving false information for the purpose of reducing the premium, rate, or cost of your workers' compensation insurance. For example: Intentionally underreporting the amount of your payroll or knowingly using inappropriate classifications.

12 **Protect yourself by acting responsibly.** Fraud is a serious accusation that, if not handled correctly, could put you in the middle of a lawsuit for libel or slander. Give yourself added protection. Voice your suspicions only to your State Fund representative. Let State Fund be responsible for validating your suspicions and reporting appropriate cases to authorities.

13 **Use State Fund's materials to help you fight fraud.**

- Post State Fund anti-fraud posters in very visible locations.
- Give all employees a State Fund Fraud Hot Line flyer.

Invite them to help in the battle against workers' compensation fraud. They can do so anonymously.

Report suspected fraud.

Fraud Hotline: (888) 782-8338
SIUMailbox@scif.com

State Fund

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