



****CSRMA ALERT****

New Workers' Compensation Advocacy and Return- to-Work Services

CSRMA is pleased to introduce Heather Truro of HT Consulting. She is a workers' compensation claims management specialist who has been retained by CSRMA to provide assistance to our members with workers' compensation issues they may have. Additionally, she is available to assist members with setting up internal workers' compensation claims management programs based on the CSRMA Workers' Compensation Claims Management Program.

Background:

Heather has worked in Claims and Risk Management for over 20 years. As a consultant, she has helped clients reduce their total cost of risk by focusing on strategies in workers' compensation claims management, cost containment, return-to-work, safety and best practices protocols and procedures. Prior to consulting, she began her career as a workers' compensation claims adjuster, supervisor and manager. She has had practical hands on experience adjusting claims, attending hearings, and conducting on-site investigations. She has worked with Lynch and Associates in developing and implementing Workers' Compensation Claims Management Programs such as the one developed for the CSRMA members.

Heather's Role:

Heather will work as an advocate on behalf of the CSRMA Members. Members may seek her assistance with particularly complex claims issues and return to work issues. Heather will **not** replace any of the functions now conducted by Bragg and Associates, but rather, she will work as an **additional resource** to assist CSRMA members and Bragg, to help optimize outcomes. Heather's expertise can be utilized to assist the members in finding or ruling out transitional duties to improve return-to-work efforts and reduce indemnity expenses borne by the CSRMA Workers' Compensation pool.

Services Available:

1. **Employer Advocate:** Advocate for the Employer (CSRMA member) to resolve complex workers' compensation issues.
2. **Return to Work Resource:** Assist with bringing claims that are on extended Temporary Disability to resolution and aid in returning employees to work
3. **Hotline Resource:** Heather is available via phone and email to assist with the CSRMA Workers' Compensation Claims Management Program
4. **Job Description Builder Resource:** Provide assistance with the use of the Job Description Builder Program and/or help in initially getting started
5. **Training Resource/Workshops:** Provide additional training either in group or one on one sessions, as needed, to include: Hands on use or trouble shooting of the Workers' Compensation Claims Management Program, topics of interest such as WC Reform and recommended strategies.
6. **Kick Start Training:** Provide initial training to CSRMA Members who may be interested, but hesitant, to initiate the CSRMA Workers Compensation Claims Management Program without additional assistance. This training will provide a "walk through" of the program including how it works and how to get started using it. This training may be provided by David Patzer or Heather Truro depending upon availability.

How to request services:

Requesting services is as easy as calling or emailing Heather at:

Heather Truro
HT Consulting
925-922-0305
htruro@comcast.net

*For More Information, Please Contact David Patzer, CSRMA Risk Control Advisor at
707.373.9709 or at losscontrol@sbcglobal.net*