



# Workers' Compensation Solutions for Manufacturing

Success Story:

## Ergonomic Solutions Drive Claim Cost Reductions in Manufacturing

After facing high incurred loss costs, 36% in one year, the organization partnered with our safety specialists to conduct a detailed ergonomics evaluation.

Together, the team performed a thorough assessment of the facility, developing formal Job Hazard Analyses (JHAs) for each workstation. These documents outlined proper ergonomic techniques and were used to support training programs and quality assurance inspections.

By proactively addressing manual material handling risks and potential musculoskeletal disorders, the company reduced its incurred loss costs to just 1.4% the following year. These efforts also led to recognition through their state's Safety and Health Achievement Recognition Program (SHARP) — a prestigious acknowledgment of their commitment to workplace safety.

# 32%

Average e-mod savings obtained by accounts with an initial mod >1.25 who've been with a legacy AF Group workers' compensation brand for at least four years.

Based on 2005-2024 policy year data.

All policies are underwritten by a licensed insurer subsidiary. United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. Third Coast Underwriters is a division of AF Group. For more information, visit [afgroup.com](http://afgroup.com). © AF Group.

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## Claims and Medical Management

Effective claims and medical management begins with professionals who understand jurisdiction-specific regulations and the local medical provider landscape. With this expertise, our Claims team delivers personalized support to injured employees while facilitating timely and cost-effective recovery.

**Claim texting** — Injured workers can opt in to receive text messages, creating a fast, secure way to exchange documentation and claim updates. All communications integrate directly into the claims management system for efficient case handling. Built-in real-time language translation enhances accessibility, making the service especially valuable for diverse workforces.

**TeleCompCare®** — Nurse triage and telemedicine offer immediate medical access for injured workers, helping reduce delays and improve treatment outcomes.

**Investigative Services Unit** — A specialized team that partners to investigate suspicious claims:

- Social media reviews
- Medical canvassing
- Surveillance coordination
- Evaluation of potentially fraudulent activity

### Additional Support Resources:

- Causation investigations
- Consulting physicians
- Telephonic nurse case managers
- Clinical pharmacist
- Industry-specific specialization
- Medical bill review

## Loss Control Specialization

Our commitment to workplace safety goes beyond compliance. We aim to empower organizations with practical tools and resources that make a meaningful impact. Our loss control offerings are designed to support safety professionals in reducing risk and cultivating a proactive safety culture.

**Safety Programs** — Sample programs such as performing a job safety analysis, developing and implementing an emergency action plan, personal protective equipment (PPE), and many others tailored to specific industries.

**Safety Committee Toolkit** — A digital package featuring virtual modules, assessment checklists, customizable forms and planning resources.

**Safety Training On Demand** — Unlimited, free-of-charge, 24/7 access to online training including training modules on industry-specific safety and human resources topics.

**Safety Campaigns** — Annual campaigns developed to spotlight key risk areas and reduce common causes of workers' compensation claims. These initiatives promote awareness, drive employee engagement and support safer workplace behaviors through practical tools and targeted messaging.

**Safety in Five** — Ready-to-use discussion guides designed to spark meaningful conversations about everyday workplace hazards.

**Virtual Resources** — Free access to posters, tip sheets, e-learning modules and more. Explore the full library at [AFGroup.com/Resource-Library](https://AFGroup.com/Resource-Library).

Visit [AFGroup.com](https://AFGroup.com) for more information.



# 16%

Since 2020, our claim costs have averaged 16% lower than industry benchmarks — a testament to our commitment to delivering better outcomes for our customers.

Based on 2020-2024 data across legacy AF Group workers' compensation brands (excluding medical only) and industry data from NCCI, WCIRB (CA), NYIRB and NJCIRB.