

AT YOUR SERVICE

COMPASSION MEETS WORKERS' COMPENSATION

Meet Claims Manager **Marilyn Heard-Thompson**



Workers' compensation is a complex statutory requirement that's not easy to navigate. If a workplace injury occurs, Claims Manager Marilyn Heard-Thompson supports her clients and calms their concerns, removing any guesswork and restoring their confidence throughout the process.

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When a workplace injury happens, most business clients are taken aback. It's not something they typically deal with. They aren't familiar with the workers' compensation process, and that triggers many different emotions — from fear and concern for the injured employee to apprehension about what comes next.

That's why people like me are here to assist them, leading with compassion, care and empathy and conducting thorough due diligence throughout the process. Once you report the claim, I'll take it from there.

From providing updates to developing the return-to-work plan for an injured employee, we provide assurance while taking care of the business and the injured worker.

One incident immediately comes to mind — a call at 5 p.m. on a Friday that an employee had fallen off a ladder and was en route to the hospital. The client was really concerned about the worker receiving immediate treatment. They also wanted to ensure the provider was fully aware it was a workers' compensation claim so the employee wouldn't receive any medical bills at home.

While moving claims from submission to settlement, count on a claims manager to:

- Protect your business
- Make sure injured workers feel supported and validated
- Verify facts and ensure due diligence
- Create a genuine human experience for everyone involved in the process

In this case, since the claim was reported immediately, we were able to intervene early. By doing so, we put the patient and the family at ease and got them the medical treatment they needed to recover.

We hope a client never has to call us, but accidents happen. It's fulfilling to put clients' minds at ease that their employees are cared for and their business is protected. When healthy, productive employees are back to work, everyone benefits.

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Marilyn Heard-Thompson

In today's hyper-fast business environment, ADP TotalSource® can be a game-changer. If you're looking to elevate HR strategies, streamline compliance and drive growth with people-first solutions, partnering with ADP could be the key to success.

