

# EARLY INTERVENTION

*Triage support to address needs and where possible, prevent or mitigate claims costs*

The focus of GB's early intervention process is connecting the injured worker and their employer to ensure they maintain contact regarding recovery and return to work planning while the claim is pending. Embedded within the Eligibility Team, Early Intervention Specialists can often assist to facilitate return to work before liability has been determined.

Early Intervention Specialists are responsible for providing immediate support to:

- Employers to assist with the identification of suitable duties
- Treating Health Practitioners to establish functional capacity
- Injured workers to establish support needs and identify biopsychosocial barriers.

GB's Early Intervention Specialists determine appropriate recovery pathways and refer to interventions accordingly. This may include utilising our Mobile Case Management and Mental Health Hub expertise.

Early Intervention Specialists work closely with the claims team to ensure the early strategies and actions are implemented effectively once a claim has been accepted.

Early Intervention Specialists provide a range of benefits which prevent or mitigate the costs associated with a claim, including:



Rapid engagement with key stakeholders to facilitate early recovery and return to work



Liaising with treating health providers to facilitate timely treatment plan & recovery at work certification



Supporting early referral to relevant services to facilitate rapid recovery



Supporting employers with identification and implementation of suitable duties



Supporting line manager / injured worker engagement, recovery and RTW



Liaising with WHS managers regarding incident trends and preventative actions

## CASE STUDY

The worker claimed for psychological injury citing exposure to stressful workplace environment following verbal altercation with colleague. The employer was unhappy that the claim was to be accepted, did not understand their WorkCover obligations and a significant breakdown in the relationship occurred.

The Early Intervention Specialist made an immediate referral to an Occupational Rehabilitation Provider resulting in an early, partial return to work of 2 days per week, graduating to a full return to work.

Time loss and subsequent claims costs were minimised and the relationship between the injured worker and employer was able to be restored.

For more information on the Mental Health Hub or any other Gallagher Bassett service, please contact:

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