

Why TeleCompCare?

The **Results** Speak for Themselves!

In 2017, AF Group introduced TeleCompCare (TCC) – a nurse triage/telemedicine program that offers an innovative solution for injured workers to get immediate, appropriate care when a workplace injury occurs.

The Process is Simple.

- The injured worker calls the TCC 800-number (without having to leave work)
- A nurse does a telephonic assessment of the injury and recommends the appropriate level of care
- First notice of loss is created which starts the claim process

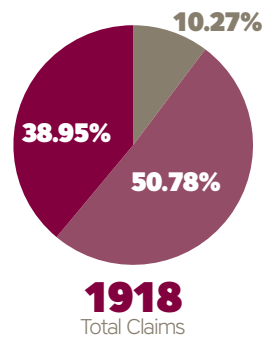
The Results

Since the program's inception, we've seen a dramatic reduction in indemnity frequency for customers with a high TCC utilization rate. The charts and statistics to the right show a policyholder's reduction in indemnity claims after just one year in the program – as well as the reduction in overall claim costs and indemnity paid per claim.

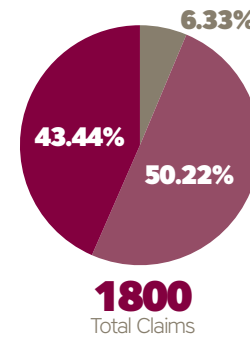
And as you know, lower claim costs equate to lower experience modification factors, and ultimately, reduced workers' compensation premiums. But you don't have to take our word for it...the results speak for themselves!

TCC Policyholder Over a Year in Program

Pre-TCC Enrollment



Post-TCC Enrollment



Incident

Medical

Indemnity

Policyholder has seen a 54% reduction in overall claim costs.

* Policyholders within the TCC program from over 1 year, comparing Pre-program claim type frequency to claim type frequency through the TCC program.

Post-TCC Enrollment Policyholder has seen a

42%

Reduction in Indemnity Claims

For more information on TeleCompCare, visit UnitedHeartland.com/TeleCompCare or speak to your business development consultant.

UnitedHeartland.com
1-800-258-2667

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