

Eliminating risks and exposure is our primary objective; but when an injury does occur, your ability and readiness to respond can have a significant impact on the outcome of the claim. That is why we want you to be as prepared as possible to act when the unexpected happens.

REPORTING METHODS

BrickStreet offers many different ways to report an injury. The quickest and most convenient way to report is by phone; this option is available 24 hours a day, seven days a week.

- **Telephone:** Call 866.45BRICK (866.452.7425) and select “policyholder” and option 1.
- **Internet:** File electronically through StreetConnect. Contact your agent or BrickStreet’s Customer Service Unit for information about becoming a StreetConnect user.
- **Email:** Send an email with the completed First Report of Injury as an attachment to ClaimsIntake@brickstreet.com. Visit the specific jurisdiction’s website to obtain the First Report of Injury form.
- **Fax:** Send the completed First Report of Injury to 877.293.5513 or 304.941.1151. Visit the specific jurisdiction’s website to obtain the First Report of Injury form.

If you have a StreetConnect account, you also can click the Virtual Claims Kit link, choose the appropriate carrier and jurisdiction and locate the correct form.

BASIC DATA NEEDED

When reporting the injury, you will be asked to provide the information listed below. However, if you are not able to provide all of this information initially, the minimum information needed to report the injury is shown in *italics*:

- **Injury Information**
 - *Date of injury/date of last exposure*
 - *Time of injury*
 - *Medical treatment needed/given*
 - *Location and name of medical provider who gave treatment*
 - *Description of accident*
 - *Nature of injury*
 - *Witness information (if available)*
- **Employer Information**
 - *Policy Number*
 - *Address*
 - *Phone number*
- **Employee Information**
 - *Name*
 - *Social Security Number*
 - *Address*
 - *Phone number*
 - *Date of birth*
 - *Gender*
 - *Marital status*
 - *Employment status*
 - *Primary work location*
 - *Work schedule*
 - *Wage/salary rates*

DOCUMENTATION

Whether the injury seems suspicious or not, it is important to have a procedure in place to gather information and document what happened. If you do not already have a process in place to gather basic information about an accident, we offer the following suggestions:

- If not a life-threatening injury, get the injured employee to make a statement about what happened, signed or recorded, that includes pertinent information about the accident, as well as who it was reported to and when.
- If applicable, get eyewitnesses to make statements, signed or recorded.
- Take photographs of the injury (if possible), the area where the injury occurred and any involved machinery or equipment.
- Make a record of all conversations had as part of the injury.
- Record all medical treatment given (if applicable).

Remember that we are always here for you. If you have any questions or would like more information, please contact BrickStreet or your local agent.