



Thank you for selecting 7710 Insurance for your workers' compensation needs. We understand that dealing with an industrial injury can be challenging for both the insured and the injured employee. To enhance your experience, we provide an additional layer of service through our 7710 CARE Team. This team is dedicated to offering timely support, empathy, and effective action.

Meet Our CARE Team

Our 7710 CARE Team consists of three experienced professionals who are committed to assisting you:

➤ **Jill Smith – Claims Services Specialist**

Jill has extensive experience in adjusting workers' compensation claims. As your primary contact through our group email address, 7710-claims@trean.com, Jill plays a crucial role in reviewing your claims and ensuring that they progress efficiently. Jill is known for her customer-centric approach, patience, and willingness to assist with any queries or issues you may encounter.

➤ **Denise Ramsay – Claims Services Manager**

With years of experience across various jurisdictions, Denise is responsible for scheduling claims reviews and overseeing the progress of your claims alongside Jill Smith. Denise is a valuable resource for addressing questions or concerns and is recognized for her knowledge, communication skills, politeness, and patience.

➤ **Sandra Jones – Claims Services Director**

Sandra brings over 25 years of experience in claims adjusting across multiple jurisdictions. Sandra is dedicated, communicative, and meticulous in her approach. She handles more complex issues that require advanced crisis management or escalation, ensuring that all matters are resolved effectively.

Services Provided by the 7710 CARE Team

➤ Onboarding

During the onboarding process, Denise Ramsay will provide personalized training on filing claims with 7710 Insurance. This training includes an overview of our forms, laminated cards with policy numbers and contact information, and the importance of loss control and engagement with our “toolbox talks.”

➤ Quarterly Claim Reviews

We conduct quarterly reviews to discuss the status of open claims and ensure they are progressing appropriately. These reviews provide an opportunity to address any questions and involve Risk Management to discuss injury prevention strategies. If you require more frequent updates, we can adjust the review schedule to better meet your needs.

➤ Staff Availability

Our 7710 Care Team serves as a central point of contact for any inquiries. The team is available to facilitate communication and expedite the return of injured employees to work. The 7710 Care Team management also provides their cell phone numbers for emergency contact outside regular hours.

➤ Presumption Law Updates

Our staff stays informed about changes in presumption law, including regulations related to cancer, cardiac conditions, PTSD, and COVID-19. This ensures that our adjusters are up to date with the latest legal requirements.

➤ Billing Issues

If an employee receives invoices or faces collection issues due to incorrect billing, our 7710 Care Team will intervene to rectify the situation. We will contact the provider to redirect billing to the workers' compensation claims department and monitor the receipt and payment of the bill.

➤ Claims Review

Jill Smith and Denise Ramsay regularly review all open claims to ensure proper management. This includes verifying initial contacts, placing subrogation liens, requesting Subsequent Injury Fund recoveries, and ensuring adequate reserves. Any necessary adjustments will be communicated to the adjuster for prompt resolution.

We provide exceptional service and support throughout the workers' compensation process. Please do not hesitate to reach out to our 7710 Care Team for any assistance you may require.

Please reach out to the 7710 Care Team for any assistance and/or questions:

Email: 7710-claims@treat.com

Phone: (844) 200-7710

You can also reach an individual of the 7710 Care Team at:

Jill Smith – Phone: (312) 216-2815 Email: jill.smith@treat.com

Denise Ramsay – Phone: (312) 216-2809 Email: denise.ramsay@treat.com

Sandra Jones – Phone: (331) 260-0439 Email: sandra.jones@treat.com