



2026 ANNUAL CONFERENCE OAKLAND, JANUARY 11 - 13

AUXILIARY ORGANIZATIONS ASSOCIATION

THE NEXT ERA OF AUXILIARIES
SHAPING TOMORROW

Managing Workers' Compensation

Essential Guide for Managers and Employees



PRESENTED BY
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Workplace Injury/Incident Management System

Resource Guideline and Workflow Resources

Guidelines

Purpose to develop understanding for CSURMA/AORMA expectations of workplace injury reporting which is specific to each location, with a reference manual and work guide.

- Legal requirements and Compliance Regulations
- Claims administration, Benefits provision, Timelines and Employer role and responsibilities
- Communication Requirements with Depts., Employee, Claims Administrator, and more.
- Avoidance of Non-Compliance and the Consequences.

Workflow Process

Purpose is to provide a Step-by-Step resource for Campus/Location W/C Reporting Requirements

- Campus/Location Procedures & Compliance Regulations
- Available for any reporting specialist at each step of the case
- Repeatable, Timelines, Detailing each Dept. or person responsible in reporting a claim and managing requirements, documentation, and requests effectively.
- Seamless administration for everyone.
- Consistent documentation and reference material secured management



Workplace Injury/Incident Reporting System

Reporting Procedures

Reporting Procedures

Workflow procedures that are specific to your Location and for the CSURMA/AORMA systemwide requirement.

- Development Location Injury Reporting System.
- Work Flow Guide and Resource Guideline Reference
- Employee, Dept/Supervisor and WCC reporting Procedures
- Urgency - Knowledge of an Injury/Accident Procedures
- Injury Reporting Documents electronic or Written
- Timely Reporting requirements w/in 5 days
- Medical Treatment referral Procedures
- Provision of Employee Claim Form (DWC-1)
- Emergency/Complex injury Procedures and Reporting UPD, WC Coordinator, TPA, OSHA, Other Dept Heads
- State and Employer Compliance Requirements
- Resource Tools, training and Reference material, Forms



SECURE & CONFIDENTIAL COMMUNICATIONS and RECORDS MANAGEMENT FOR WORK COMP. INJURIES

Electronic records maintenance, Preserving Information, Protecting Confidential Information, Secured Communication, Document Management, Authorized Personnel Access.

Communication/Documentation

- Employee, Benefits, Injury details, forms
- Department Reports, Injury Facts, Cooperative decisions and communication on next step for each claim
- First Aid Reports – No Medical Care sought.
- Department Communication, payroll, HR, ADA, Campus Counsel decisions
- Medical Treatment and Work Status Reports
- TPA/Sedgwick contacts and requests.
- Return to work coordination
- Employment status change notification to TPA Sedgwick
- Litigation and Settlement Management decisions
- Claim or Campus Investigations
- Subrogation, 3rd Party Exposure communication
- Global Claim Exposures
- Claim Review/Claim Consultation Requests
- Questions and Resource Discussions
- Phone calls and records received
- Records and Documents requests and maintenance.

Secure Record Keeping

- Electronic Record Keeping Resource
- Retention of Injury/Claim Documentation
- Emailed/mailed Document Retention
- Legal Correspondence Document Retention
- Medical Work Status Document Retention
- Depts Decision Documents Retention, work status, ADA, Employment, for example.
- Settlement Authority & Document Retention
- Employment Status Change Document

PROTECTION

- Confidentiality
- WC or Employer Site with IT security support
- Access for Approved Staff to secure site.
- Protection of Employee, Medical, Legal, Campus, Privileged information at all times
- Permanent Record Location with Security Rights
- Compliance with Employment and WC, State, Federal Legal guidelines

Managing Workers' Compensation Benefits

WCC is the Communicator for every location and/or Campus. Understanding Employer/Employee Benefits, Resources for Answers, and Guidance of California Labor Code and Regulations for Benefit Entitlements with Benefits provided Timely with effective outcomes

Benefits

- Industrial Medical Care referrals.
- Lost Time from Work entitlements/Benefits
- Temporary Return To Work management.
- Permanent Disability Benefits and impact.
- ADA Interactive Processes with for permanent work Accommodation decisions.
- Understand your Employer Benefits Manage questions
- Employee/Dept./TPA resource, questions, Assistance guidance and coordinator for WC Claim from Start to Finish

Collaboration with Campus, Depts, Sedgwick and more

- The WC Coordinator may be the first contact for questions, guidance and help. Resources, referral for some answers, support and responses are important.
- Timely and effective claim directives
- TPA support for Claim Decisions
- Provide Sedgwick with details, everything regarding injury and supporting documents or source for requests.
- Medical treatment referrals and Details
- Sedgwick will review all claim evidence and make decision for Indemnity Benefit entitlements
- Temporary return to work restrictions decisions are reported back to Sedgwick
- Discharge or MMI Maximum Medical Improvement with permanent work restrictions may require ADA and Dept for permanent accommodation decisions Sedgwick will provide request for your decision.
- Employees Employment Benefit Package guide for employee questions and resources for answers.

TRENDS, ANALYTICS AND DATA RESOURCES

Reports, Prevention, and Avoidance

Cooperative Program

- Injury Reports with EH&S, Risk Mgmt, W/C collectively
- Prevention of future injuries analysis
- Avoidance of Repeat Injury analysis
- Safety Meeting Training Topics
- Employee Training opportunities for future exposures.
- Executive level overview

DATA RESOURCES

- Sedgwick Reporting
- ViaOne Access
- Data Analytics Creating Reports meeting your department needs
- ViaOne Dashboard Report results
- Hudson Consulting Special Requests

TRAINING and Report Access

- Contact W/C Consultant or Sedgwick
- Resources for each location
- Report system Training
- Contact Risk Mgmt Program

REPORT OPTIONS

Samples

- Dashboard Reports Developed
- Via One Access reports
- AORMA Quarterly Scorecard reports
- Custom Data Field Requests
- Executive Summary Reports
- Advanced Analytics Reports



Legacy/Knowledge in Transition

Management of Workplace Retirements

Retirement Planning: Knowledge of workforce and statistical outcome of your labor force. No Surprises in planning ahead.

Succession Planning & Preparing: Engage, Encourage, Enforce by Support, Ownership of Plan for Successor.

Training and Development: Resources, Program Global Control, Planning for no surprises, Tools, Development of future labor force, Engage, Creative Idea's.

Cultural and Psychological Factors: Retirement is sometimes unplanned, Workforce changes, Work expectations/changing and Plan for change, Basics Know the Job requirements through retirement, Plan for tomorrows goal for the job responsibilities

Flexibility and Work: Plan ahead, work schedule changes, coverage for job replacement/coverage while still employed.

Impact: No surprises, Set Goals, Program historical documentation in place and accessible for seamless transition, Resources documented, provide Support transition/changes in the labor force, know potential skills shortages means training ahead where possible. Planning is success.

73 million
Baby Boomers will reach
retirement age by year 2030
30.4 million
Expected retirements between
2024 – 2030

HUDSON W/C CONSULTANT is your CSURMA & AORMA W/C Expert

DEDICATED W/C Services for you CSU and AORMA.

AORMA Services

- Industrial Medical Care Selection Support
- WC Claims Oversight, SARs, Legal, Reserve, financial reviews with you.
- Claim Reviews, Conference Claim Calls, Campus Visits
- Research for Multiple Dept., Participate in Meetings and Plans for WC Program Management
- Scorecard, Data Report communication and recommendations.
- Auxiliary Meeting Development and Coordinate.
- Employee/Dept./TPA resource, questions, Assistance guidance
- Workflow and Support WC AORMA Desk level Management.

WC Program Oversight and Management

- Service Expectation for compliance
- Excess Carrier Reporting Compliance
- Litigation Program Management
- Program Vendor Management
- Update Agreements, Policy reviews, procedures, reference guides, Resources for Program
- Coordinate Program compliance and Services with CO Office, Alliant and Sedgwick
- All Settlements exceeding \$ Threshold \$100k
- CO Settlement Request Reporting
- Financial Reserve Placement on Claims
- Global Claim Issues or Confidential Claim Service
- Conference Participation a Subject Matter Expert

TRAINING an RESOURCES

Workers Compensation Training and Resources for all CSURMA and AORMA

Hudson Claims Consulting on behalf of CSURMA and AORMA:

- **Campus Location Resource Guidelines and WorkFlow Management Resource training**
- One on One Training for WC Dept, New Hires, Retirement training plan, Back-up Support for WC and Reporting Requirements
- **Department Assistance Training for Campus/Location Reporting of Injuries**
- Training with TPA and Consultant for Location Training of Complete Claims Management.
- **Coordination with each campus/location Claim Reviews, Summary review of all Claims, and Conference calls**
- W/C Claim Related Questions or Research Requests
- **Labor Code and Regulations requests**
- Questions, Location Meeting, Subject Matter Expert, Tips, Prepare Material contact us anytime via email or phone call.

Alta Claims & Insurance Services aka Hudson

- **6, 8, or 10 week California Workers Compensation Training Course**



THANK YOU!

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