

# Rehabilitation General Insurance Notification Process

Our in-house Rehabilitation Team can provide a valuable service to our customers as well as allowing companies to control costs on injury and illness claims. The team is made up of medically trained Rehabilitation Case Managers who provide a wide range of solutions to assist with an individual's recovery.

Initially set up to focus on early intervention rehabilitation, the team supports injured employees to aid recovery/ return to work, the team provides both pre-claim and post-claim solutions for our customers.

## How to request support from the Rehab Team?

All referrals should be made within 6 months of the injury occurring or within 18 months if a claim has previously been submitted.

The Rehabilitation Team will require a copy of the accident report and/or RIDDOR to enable a case file to be set up. They can also add any additional information that they think we need to know which has not been included in an answer to any of the questions.

The individual submitting the referral will need to provide relevant contact details. If the individual is an employer/ broker/ interested party submitting the claim on behalf of the affected person, they must provide both their personal contact details and the contact details of the affected person.

The person completing the form must have obtained the verbal consent from the affected person to be referred into the Zurich Rehabilitation General Insurance Team.

## The Claims Notification Process – What's changed?

We've been making things easier for you and your customers. We've recently launched a new online tool to aid the process of raising incidents with us.



### Quick and Easy

The portal walks the user through the process step by step. The user can upload any documents that they may have which may be relevant to the case.

The user who submits the referral is then sent a temporary reference number and summary of the details which have been submitted to us.

At the same time a summary of the details logged can be sent to a nominated email address to give instant case notifications to insurance managers, brokers and others who would like it set up.



### Flexible

The portal can be accessed using the following link, 24/7, 365 days a year via <https://liabilityclaims.zurich.co.uk/link/portal/mmc>.

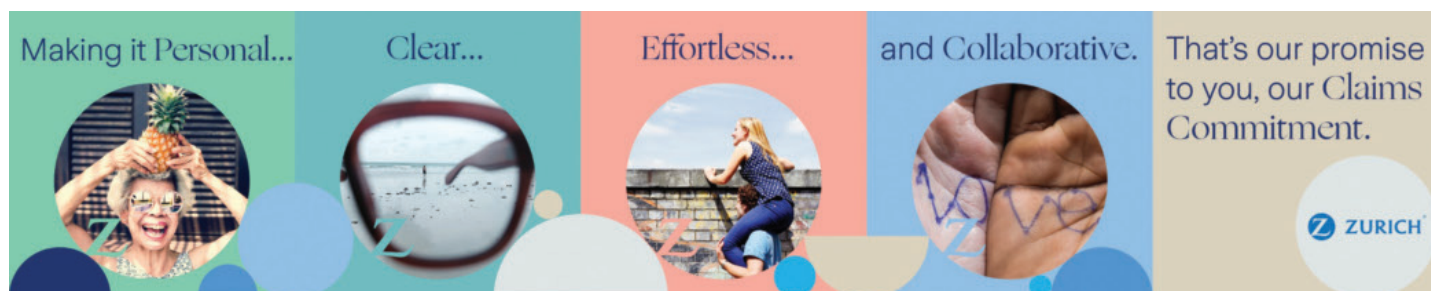
The Rehabilitation General Insurance Team hours are 9am–5pm, Monday to Friday and they will process your referral during normal office hours.



### Trusted

You can rest easy; Zurich's experienced Rehabilitation Case Managers will ensure appropriate handling of the case and treatment pathway.

Learn more about our rehabilitation proposition



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