

THIRD-PARTY ADMINISTRATION

Workers' Compensation

YOUR TRUSTED PARTNER

Charles Taylor delivers tailored Third-Party Administration (TPA) programs for workers' compensation that focus on supporting injured employees while helping organizations control claim costs and reduce risk. With clear workflows, local expertise, and consistent communication, our programs strengthen claim outcomes for both employees and employers. Dedicated teams collaborate closely with clients to build customized strategies that enhance recovery, maintain compliance, and improve overall program performance.

Our team of claims and managed care professionals are located in your neighborhood and throughout the country to support the needs of employees where they live and work.

Through collaboration and constant communication, we strive to understand your organization's needs and requirements as well as your employees. This enables us to deliver customized solutions that provide quality care for injured employees while helping to reduce your risk.

Our full suite of integrated managed care solutions including 24/7 nurse triage, case management, medical bill review and preferred providers networks to expedite employee return-to-work (RTW) while helping to contain your costs.

We help to reduce your exposure by partnering with industry leading service providers that offer [Medicare Compliance Solutions](#) and [Counter-Fraud Services](#) such as medical canvassing, investigations and surveillance.

Customized Worker's Compensation Programs

24/7 TRIAGE

- First Notice of Loss
- Nurse Triage
- Multi-Lingual

TREASURY MANAGEMENT

- Accurate Reserves
- Timely Payments
- Multi-Layered Security

MANAGED CARE

- Nurse Case Management
- Medical Bill Review & PPO Access
- Utilization Review

REPORTING & ANALYSIS

- Client Portal 24/7
- Regulatory & Medicare Compliance
- Stewardship Reports

PARTNERSHIP

- Client Specific Service Instructions
- Tailored Workflows
- Local Service Delivery

Reporting & Analytics

We provide clients and designated stakeholders with 24/7 access to our claims management system, allowing access to critical program information whenever you need it.

- Customized Dashboards
- Benchmarking
- Ad-hoc Reporting
- Detailed Claim Data

Our online claims portal offers a clear view of all pertinent data and delivers valuable insights that help to improve service delivery throughout the life of a claim.

We offer pro-active analytics through data mining, empowering users with actionable information. These tools are highly customizable and help drive the critical decisions that reduce your risk.

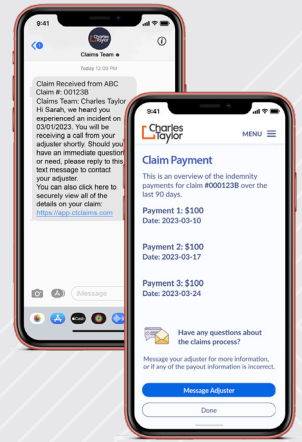
Client Centric Solutions

Charles Taylor promises to enhance your customer experience while caring for your employees, protecting your business and helping to improve your bottom line.

- Faster RTW
- Reduce Claim Costs
- Reduce Medical Spend
- Business Line Integrations

Our extensive industry expertise extends through every adjuster and case manager - spanning across multiple industries including marine, manufacturing, engineering, energy and construction.

Charles Taylor is committed to delivering pro-active, quality care for every injured worker while simultaneously identifying and implementing all cost containment opportunities.



Claimant Portal

A secure, multilingual portal that lets claimants message their team anytime, handle documents with ease, maintain direct communication, and access real-time resources to support faster, clearer claim resolution.



With over 140 years of experience and 5,000 clients nationwide, Charles Taylor is your industry leading, trusted partner.

Learn more | Visit our website at us.charlestaylor.com

Expertise You Can Trust.