

Select Provider Program

Workplace injuries happen. When they do, having the right process in place makes all the difference.

EMC's Select Provider Program helps you respond confidently to workplace injuries, leading to better care for employees, clearer communication, and a smoother claims process.

Why it works

The Select Provider Program helps improve workers' compensation outcomes by focusing on what matters most:

- **Quality medical care** from providers experienced in treating workplace injuries
- **Clear communication** among your organization, the employee, the provider, and the claims team
- **Accurate reporting** that keeps the claim moving forward

Better outcomes for everyone

When injured employees receive prompt care, everyone benefits.

For employees

- Quality treatment from providers familiar with workplace injuries
- Clear expectations for recovery
- A faster, safer return to work

For your organization

- Lower claim costs through efficient processes and negotiated medical rates
- Reduced administrative burden
- Employees who feel well informed and valued



Why early action matters

Programs that focus on **early reporting, employee-centered case management, and removing return-to-work barriers** can significantly reduce claim costs and lost work time.

Your organization plays an important role in making the program successful.

The initial response to an injury sets the tone for the entire claim.

During the first 48 hours:

- The employee follows your organization's work injury procedures
- Contact the designated medical provider to schedule an appointment or confirm walk-in availability
- The employee receives prompt medical care from the designated provider
- Injury details are documented and reported to EMC quickly and accurately

The value of a designated provider

A designated provider understands workplace injuries and helps support a safe and timely return to work.

These providers often:

- Have experience treating work-related injuries
- Are familiar with workers' compensation processes
- Understand your work environment and job demands
- Provide clear work restrictions to support safe return-to-work decisions

Partnering with your provider

Building a relationship with your designated provider helps them better support your employees.

Consider:

- Inviting them to tour your facility and observe operations
- Providing functional job descriptions so they understand job demands
- Requesting clear work restrictions for employees returning after an injury

Important note: Some jurisdictions do not allow employers to designate a provider for work-injury care. In those states, materials may refer to a “preferred provider” rather than a designated provider to comply with state requirements.

Additional work injury care solutions

EMC offers a variety of programs to help you manage the entire work injury process and control costs.

These resources include:

- EMC OnCall Nurse
- Return to Work Program
- Post-offer pre-work screening
- Wellness programs
- Substance-free workplace programs

Learn more at emcinsurance.com/claims or contact us at WorkInjuryCareSolutions@emcins.com.



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