



HOOVER DIRECT ***Direct Reporting Services***



Accidents don't take weekends, celebrate holidays, or "knock off" at 5:00 p.m. Because immediate intervention is the key to effective, cost-saving claims management, HOOVER DIRECT is there the moment an injury or loss is reported – to collect complete information, initiate service and loss management directives, and expediently comply with all jurisdictional reporting requirements.

Whether you need 24/7/365 direct reporting and care/loss management services that fully integrate into your claims management system, or merely call intake coverage during your after-hours, we have the workers' compensation, medical and insurance expertise, the technology and the flexibility to help your claims management process work as seamlessly at midnight as it does at noon.

Based on the protocols you establish, our Nurse Case Coordinators and other direct reporting professionals can help you manage your intake, case/claim direction, data and reporting needs with fully and partially integrated or stand-alone direct injury reporting services for:

- Workers' compensation/industrial accident and illness
- Benefits management
- Automobile injuries, damage and theft
- Property damage/loss – fire, water, disaster, theft & vandalism
- Liability claims

Our direct injury reporting services help our clients:

- Reduce costs by eliminating the need to maintain and update in house direct reporting systems and services
- Increase efficiency of workflow
- Expand current coverage
- Improve report timeliness, accuracy and compliance
- Improve data security and integrity
- Perform seamless data collection and transmission

Data Reporting

Depending on the needs of the client, we can provide vital information on:

- First Report of Injury (FROI) and Second Report of Injury (SROI)
- Medical status
- Financial status
- Policies and claims
- Proof of coverage

When other programs – such as pharmacy benefit management -- are integrated with Hoover Direct, the result is a streamlined system that provides superior service and unbeatable savings.

“ ...The policyholder was standing in the pharmacy – worried she wouldn't be able to get her medication.

Just one call from the pharmacist, and the cardholder's account was activated instantly. She got her prescription filled on the spot, with no out-of-pocket expense.

That's the kind of service we provide at Hoover Direct... ”

Need to know more?

A Hoover account representative is waiting to speak to you.

Call 1.800.692.7294
or email hoover@hooverinc.com

Visit www.hooverinc.com