

What You Can Expect from Your Workers' Compensation Insurance Broker

Your workers' compensation insurance broker should be knowledgeable about your state's workers' compensation requirements and be able to apply that knowledge to your particular circumstances. Brokers should also be familiar with the different insurance companies that offer workers' compensation insurance in your state.

If one of your employees is injured on the job, your broker should do two things: first, they should help you through the complex and potentially frustrating process of filing a workers' compensation insurance claim. If questions arise during the course of an injured employee's treatment, the broker should answer them promptly or facilitate answers from the insurance company. Second, your broker should help you determine the cause of an accident, and offer to help find ways to prevent future injuries.

Beware of brokers who continually switch your insurance to new carriers. Brokers earn higher commissions when they bring new business to an insurance carrier. Unless the savings are significant or you've been dropped due to your claims history, it's not advisable to switch carriers haphazardly.