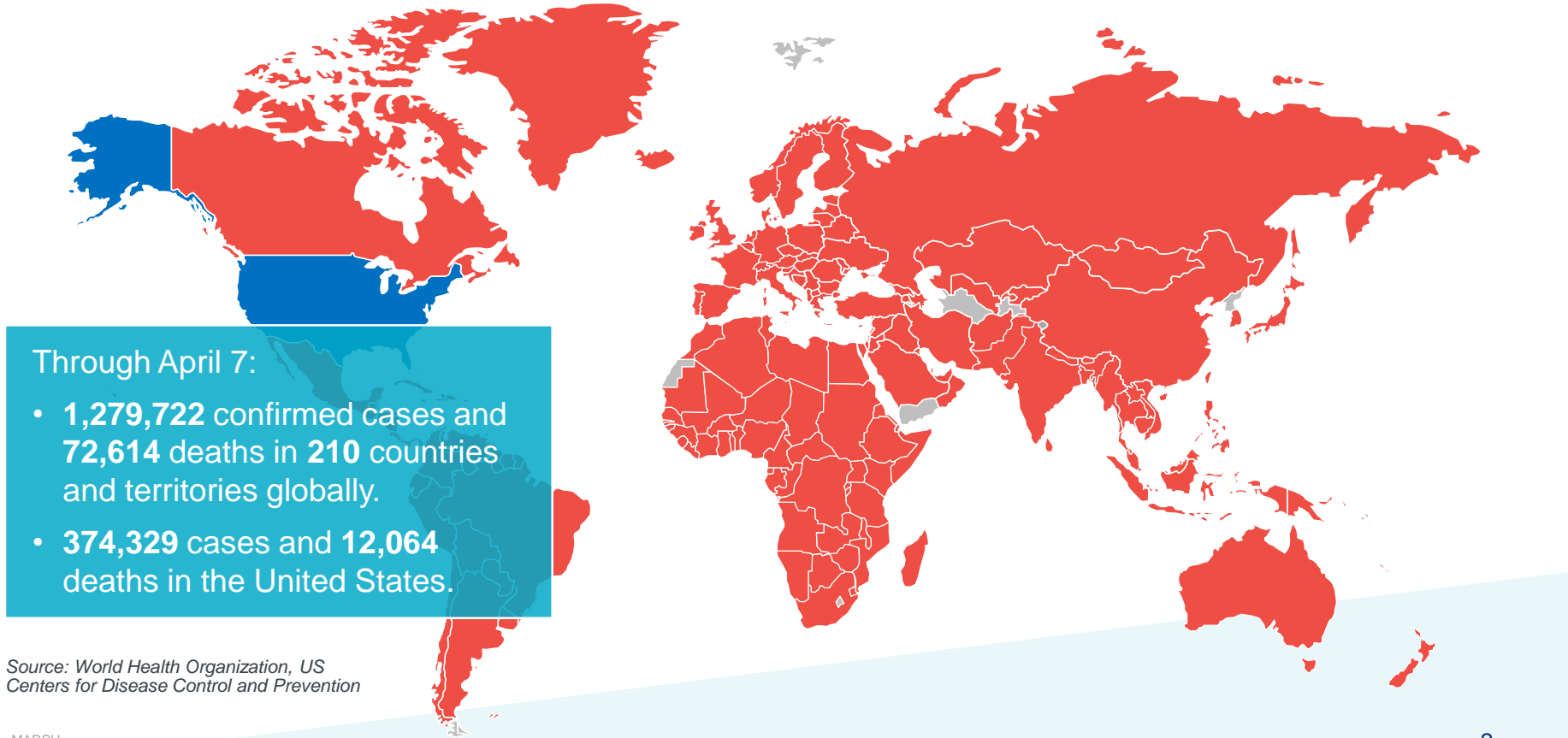


Responding to COVID-19 While Planning Ahead

April 8, 2020

Responding to COVID-19 While Planning Ahead

Situation Update



Responding to COVID-19 While Planning Ahead

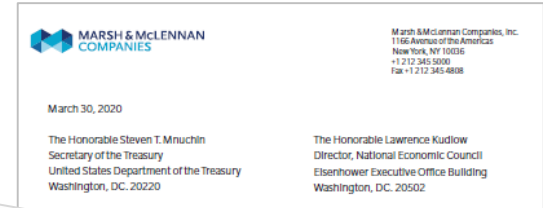
Pandemic Support for our Clients

- 1 Marsh business resilience.
- 2 Technical Issues Group (TIG).
- 3 Marsh Risk Consulting.
- 4 COVID-19 supplemental benefit.

Responding to COVID-19 While Planning Ahead

Public-Private Partnerships

- Pandemic risk insurance program:
 - Gives lenders and equity markets confidence to deploy capital.
 - Creates insurance market to obtain affordable capacity.
 - Provides certainty for businesses and their employees during a future pandemic event.
 - Enables greater resilience for the US economy and improves its ability to bounce back from a pandemic event.



Responding to COVID-19 While Planning Ahead

Workers' Compensation and COVID-19

- An illness must be “occupational” to be compensable under workers’ compensation, meaning it:
 - Arises out of and occurs in the course and scope of employment.
 - Is the result of a workplace exposure.
 - Is “peculiar” to the employee’s work.
- Employers in high-risk industries will likely see claims alleging COVID-19 exposure in the workplace.
 - Orders in Washington, Michigan, and North Dakota ensure health care workers and first responders are eligible for benefits.
- But determining where and how an employee has contracted COVID-19 may be difficult.



Whether an injury is deemed compensable will depend on the facts of a claim and the law in the applicable jurisdiction.

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What the Pandemic Means for Workers' Compensation Claims

- Overall claims frequency may fall with fewer people working, but some companies may see more claims related to:
 - New hires.
 - Telecommuting.
 - Terminations and furloughs.
- Claims resolutions may be delayed during and after the pandemic, with injured employees continuing to collect benefits.
 - Many hearings have been postponed.
 - Employers and claimants have limited access to physicians, medical services, and other claims resources.
 - Many recovering employees cannot currently return to transitional jobs.
 - Backlogs may grow as the pandemic continues.



Claims Best Practices

- Report potential COVID-19 claims to your TPA or insurer.
 - Ensure legal and claims experts carry out a timely investigation.
 - Determine if a COVID-19 test has been conducted.
- Develop plans with your TPA and insurer.
- Use analytics to prioritize and close out claims.
- Determine how best to use telemedicine.
- Reach out to injured employees.
- Reinforce safety principles through training and education.

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OSHA Reporting and Recordkeeping

- Employers must record COVID-19 cases if they:
 - Are confirmed, as per CDC guidelines.
 - Are work-related, as defined by the Occupational Safety and Health Act of 1970.
 - Involve one or more of OSHA's recording criteria.
- Employers must report:
 - Fatalities occurring within 30 days of a work-related incident.
 - Work-related hospitalizations occurring within 24 hours of diagnosis.
- Exemptions to reporting rules:
 - Employers with 10 or fewer employees at all times during the previous calendar year.
 - Employers in certain low-hazard industries.

Examples of How to Report COVID-19 Cases

Mary is diagnosed with COVID-19, likely contracted outside of work. Mary's coworkers test positive, likely due to workplace interactions with her.

- Mary's illness is not recordable, but the other employees' cases likely are.

Several employees are diagnosed with COVID-19, but investigations determine little or no interaction between affected employees — so presumably were not transmitted in the workplace.

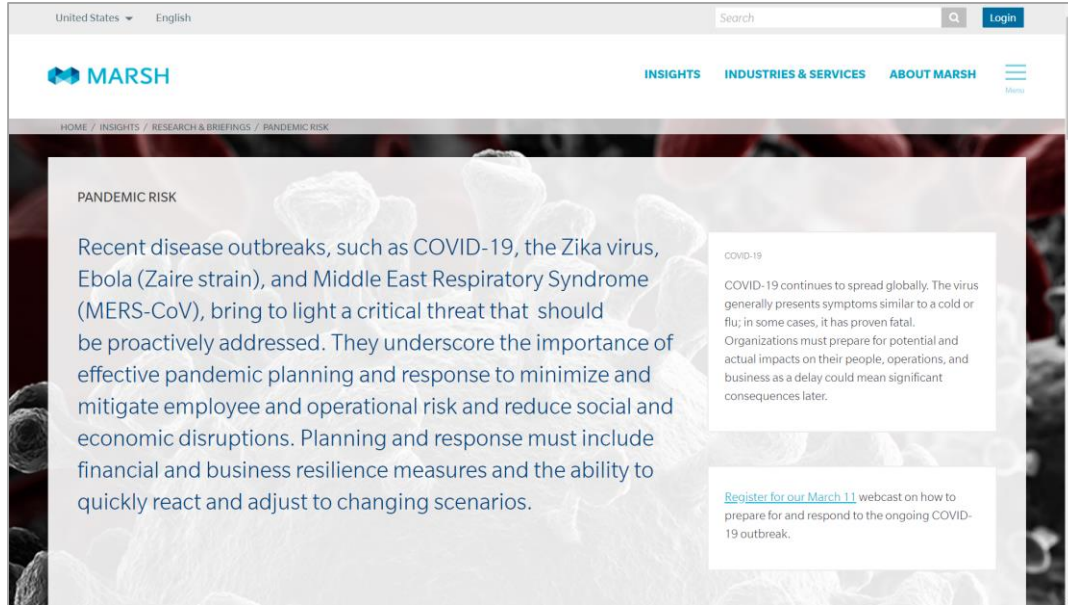
- None of the illnesses are recordable.

Responding to COVID-19 While Planning Ahead

Reinforcing Safety Messaging

- 1 Redouble safety efforts in the field, whether real or virtual.
- 2 Make safety expectations clear, including providing specific guidance.
- 3 Thank employees for working safely.
- 4 Encourage workers to escalate problems to superiors.
- 5 Show empathy to employees.

Managing COVID-19 Risks



For the latest information and insights from Marsh about how to manage COVID-19's effects on your business and people, visit marsh.com/us/insights/research/pandemic-risk-hub.html.

Join us again on **Wednesday, April 22**, for more information and insights on how you can manage your risk as the pandemic continues. Visit marsh.com to register.



Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

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