



# Glossary

**Average Weekly Wage:** An employee's pre-injury earning capacity, based on earnings in a pre-determined period directly preceding a work-related injury or illness. The formula for calculating average weekly wage varies by state.

**Case Manager:** An individual with a medical rehabilitation background, typically a Registered Nurse (RN) who is assigned to a case or a claim to help ensure appropriate treatment is provided and to ensure that the injured worker is progressing back to their pre-injury state.

**Concurrent Employment:** exists when an injured worker, at the time of injury, is employed by one or more employers in addition to the insured employer. Example: A teacher may work as a server on the weekends to make extra money. The primary employer is the employer under which the injury occurred, while the concurrent employer is the employer that was not involved in the injury.

**Compensation Rate:** A weekly benefit rate, usually a percentage of the AWW, that an injured worker receives when they are totally disabled. Also known as a temporary total disability (TTD) rate.

**Death Benefits:** benefits provided to the surviving spouse and/or minor children as a result of a fatal work injury. Please refer to your state's website for specific details regarding availability, eligibility, amounts and duration.

**Disability:** loss of actual earnings or earning capacity as a consequence of an injury or disease.

**Disfigurement benefits:** Benefits provided due to disfigurement caused by a work injury, sometimes referred to as scarring benefits. Example: facial scarring due to a laceration from a piece of sheet metal. Please refer to your state's workers' compensation laws regarding availability, eligibility, amounts and duration.

**eCoverly:** Eastern's 360 degree, holistic approach to workers' recovery focused on putting the injured workers' recovery first to ensure a better outcome for everyone.

**Essential functions:** Essential functions of a job are those fundamental and necessary for the job to be performed.

**Experience Modifier:** a numerical expression of a company's accident and injury record compared with the average for the company's industry. This number is used in the calculation of premium.

**Full duty:** A type of release from a medical provider that permits the injured worker to return to their pre-injury position without restrictions.

**Full recovery:** A term used by medical providers to indicate when an injured worker is no longer experiencing any medical issues that are attributable to the work injury.



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**Functional Capacity Evaluation (FCE):** A series of tests conducted by a physical or occupational therapist to gain a better quantification of an individual's ability to perform physically in the work environment. This evaluation is commonly used in return-to-work programs.

**Heavy work:** Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects.

**Indemnity benefits:** Benefits also known as wage or income loss benefits.

**Independent Medical Examination (IME):** A medical or psychiatric evaluation to determine the current status of an injured worker's medical condition or to determine if the injury is work-related.

**Impairment:** The loss of function as a result of an injury or illness. Impairment can be temporary or permanent.

**Impairment Rating:** a medical assessment of a claimant's injury represented by a percentage value. A physician may assign an IR to the body as a whole or to a specific body part. The rating may then be used to calculate the workers' compensation benefits owed to a claimant. Impairment ratings are particularly important in determining permanent partial disability benefits. Impairment ratings are conducted once an injured worker has reached Maximum Medical Improvement (MMI). Not every state utilizes impairment ratings.

**Impairment Rating Evaluation (IRE):** In Pennsylvania, once an employee has received 104 weeks of TTD benefits, the carrier can request an IRE. A designated physician assesses the injured worker's level of impairment due to the work injury according to the AMA guidelines, and assigns an impairment rating in the form of a percentage to the injured worker. If less than 50%, the injured worker's benefits are modified to Temporary Partial Disability and capped at 500 weeks. This does not change the amount of the weekly benefit, as it only limits the duration of benefits.

**Job Analysis:** a detailed analysis or description of a job, particularly focusing on the materials, equipment, environmental conditions and physical requirements of the job.

**Job offer letter:** A formal letter, sent to the injured worker extending an offer of employment.

**Light work:** Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**Maximum Medical Improvement (MMI):** The point in recovery after which the injured worker will no longer benefit from further treatment.

**Medical Benefits:** payment of reasonable and necessary medical treatment that is related to the work injury including, but not limited to: prescription medications, physical therapy, chiropractic care, hospitalization and doctor visits. Each state has different regulations regarding treatment guidelines and what is covered.



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**Medium work:** lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.

**Modified duty:** allows injured workers to return to work or remain at work performing appropriate modified duties based on their work restrictions.

**Permanent Total Disability (PTD):** A permanent disability that precludes all work.

**Permanency Rating:** A numerical value assigned, usually in the form of percentage or degrees, of the body as a whole or scheduled member that represents the level of impairment. Each state has its own regulations as to how ratings are assigned and determined. Not all states have permanency rating systems.

**Permanent Partial Disability (PPD):** A disability that, although permanent, does not completely limit a person's ability to work. As a result, the earning capacity of the injured worker is decreased.

**Physical Capacity Form:** A form completed by the employee's treating physician which details the employee's physical capabilities. This is also known as a work status form.

**Physician Panel:** A list of medical providers posted and provided by the employer which guides employees on where to seek treatment for work related injuries. Each state's requirements vary and some states prohibit the use of physician panels.

**Recurrent disability:** Disability resulting from the same or a related cause of a prior disability.

**Reserve:** An amount representing actual or potential costs kept by an insurer to cover costs related to claims

**Scheduled Injuries:** Some states have a statutory schedule of benefits for amputations, hearing loss, vision loss, and/or disfigurement. Typically these schedules include information on the calculation of benefits for each scheduled loss. For additional information, contact your claim representative.

**Sedentary work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Temporary Partial Disability (TPD):** A temporary disability that does not completely limit a person's ability to work, but results in decreased earnings less than the employee's pre-injury average weekly wage.

**Temporary Total Disability (TTD):** A disability that temporarily precludes a person from performing the pre-injury job or another job at the employer that the worker could have performed prior to the injury.



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**Transitional work:** A temporary job assignment made to an employee returning to work while still recovering from a compensable injury.

**Treating Physician:** The physician that provides and directs the injured worker's care.

**Vocational Rehabilitation:** One element of the rehabilitation process afforded by a state's workers' compensation act. It focuses on assessing and/or restoring an injured worker's ability to return to some type of gainful employment based on characteristics such as their physical abilities, vocational experience, education and skills. Each state has differing guidelines regarding what Vocational Rehabilitation consists of. If you have questions, please contact your claim representative.

**Work hardening:** A program developed by the injured worker's physician, physical therapist and potentially other individuals which involves activities such as physical or occupational therapy, work simulation, and other exercises that resemble the injured worker's pre-injury position. The goals of work hardening are to return the individual to work and to prevent future injury.