



UNITED HEARTLAND WEBSITE

www.unitedheartland.biz

To access United Heartland's website you will need your username and password. Your user name is below along with the original password. If you have been on our website recently you would have already been prompted to change your password. If you cannot remember your password, please contact the help desk at 1-866-206-5851.

User Name: (accounts 6 digit client code number followed by the letter c, ex: 123456c)

Initial Password: united

After entering the web address into your internet address bar, the screen to the right will appear. Click on "Client Services" to access your company's loss information and gain access to our PPO Directory, Safety bulletins, and other safety related material.

Clicking on Client Services will bring you to the log in screen. This will ask for your User Name and Password.

User ID:

Password:

Log On Clear



Once logged on you will come to a screen as pictured below:



United Heartland Reference Guide – contains most of our safety bulletins that are available to you. Please feel free to use them within your company. Also within this directory are our customer satisfaction survey questions, white pages, and frequently asked questions.



brings you to



Click on the individual Loss Control folder to see their content.

Reference Guide

- Welcome
- Claims
- Loss Control
- On-Line Services
- Customer Satisfaction
- Forms
- FAQ

Welcome

Our Promise: What You and Your Employees Can Expect

United Heartland is well-respected in the industry and has the reputation for aggressive claims management. We achieve this, in part, through ongoing communication with our insured employers and employees. We also strive to assure that medical care is related to the work event, and that the care is appropriate for the injury. By focusing on communication and medical cost containment, we have been able to show significant cost savings to our insured employers.

This assertive approach may be different from what you have experienced with other insurance carriers. However, because we focus on communication, you and your employees will know what to expect each step of the way. If there is ever any question, our Claims and Risk Management personnel are just a phone call away.

Open Communication

You can expect that we will work closely with you and your employees to monitor their medical care. Your Claim Representative will keep your corporate claim contact apprised of progress, claim costs and potential litigation. Your Claim Representative will inform the injured employee of what they can expect from the workers' compensation process. Communication and feedback are essential to our relationship. To this end, we will solicit feedback through our annual Customer Satisfaction Survey. If there is something you would like to discuss prior to the survey, we would encourage you to contact our office anytime.

Managing Risk

The United Heartland Loss Control staff goes above and beyond the service of other carriers. We can provide onsite evaluation, personalized consultations, analysis of loss history, assistance with development of new procedures and train-the-trainer programs. You can expect knowledgeable, hands-on assistance in establishing, managing and improving loss control procedures.

On Staff Medical Expertise

Our unique staffing includes registered nurses who manage complex or difficult cases. Our nurses' involvement ensures that the medical care being rendered is the best possible. When involved actively on a claim, the injured employee may hear directly from a United Heartland Nurse Case Manager.

Managed Care Savings

Through our aggressive claims management, our PPO arrangement and our partnership with Rising Medical Solutions, Inc., you can expect that your company's workers' compensation costs will be closely managed. Each month, we produce a report called the Employer Savings Report that allows you to track your savings as a result of claim management efforts.

Reserves

United Heartland's claims department reserving philosophy is to:



After you click on Loss Control tab, scroll down and click here


Loss Control Forms Library

United Heartland offers a library of information to help prevent injuries, illnesses, and accidents. Such information can be used and distributed at meetings, via email, or other training sessions to help maintain a safe work environment. Client Use Materials are available for customers by clicking on the Loss Control Forms link on the Client Services home page of [clicking here](#) or through your Loss Control Representative.

When you do that, this pops up:

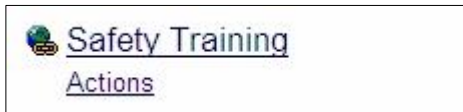
Reference Guide

Welcome	<h3>Loss Control Forms Library</h3> <h4>Accident Investigation</h4> <p>Document</p> <ul style="list-style-type: none">LC-002 accident investigation bullet points.pdfLC-003 accident injury investigation form.pdfLC-004 injury and incident review process.pdfLC-005 injury and incident review rationale.pdfLC-006 injury and incident review form.pdfLC-007 employee report of incident.pdfLC-008 incident report.pdfLC-009 accident injury investigation report.pdfLC-010 accident investigation form for medical facilities.pdfLC-011 employee accident report.pdfLC-012 Accident Investigation & Accident Reporting.pdf <h4>Ergonomics</h4> <p>Document</p> <ul style="list-style-type: none">LC-200-Common Upper Extremity Disorders.pdfLC-201-Ergonomic task force.pdfLC-202-Ergo Assessment Letter.pdfLC-203-Ergo Training Outline.pdfLC-204-Low Back Pain.pdfLC-205-backbelts.pdfLC-206-Static Body Postures.pdfLC-207-Niosh_Capable Insert.pdfLC-208-Task Evaluation.pdfLC-209-Task Evaluation Sample.pdfLC-210-VDT Workstation Eval.pdfLC-211-Employee Discomfort Usage & Interpretations.pdfLC-212-Discomfort Borg Questionnaire.pdfLC-213-VDT General Guidelines.pdfLC-214-vdt-checklist.pdfLC-216-niosh multi-task data collection.pdfLC-217.-niosh lifting criteria definitions.pdfLC-218-niosh lifting criteria recs.pdf
Claims	
Loss Control	
On-Line Services	
Customer Satisfaction	
Forms	
FAQ	



Safety Training – resources provided that include over 30 on-line computer based training modules that allow you to administer, monitor, and track your employees progress in completing safety training. Our expanded video library includes 150 safety training videos at your disposal. We've partnered with a safety video vendor to provide you with an extensive library of video materials. Simply click on the video library link and you will be directed to CLMI, where you may acquire safety videos and support material.

Click on



Brings you to

Safety Training

Video Program Users:

Accident Fund is pleased to offer our wide-ranging video service to our policyholders. To provide you with the most effective video training programs, we've partnered with Comprehensive Loss Management Inc. (CLMI) to bring you our complete Blue Prints® safety program.

Many of the Blue Prints program offerings come with a training DVD or video and also include a complete manual to help you train your workers, maintain OSHA compliance and reduce workplace injuries. We are offering you the Blue Prints for Safety manual, as it is an excellent resource to assist you in your safety program management.

The best part about the Blue Prints program is that these materials are available to you at a significantly reduced price, and you get to keep the entire training program. This will allow you to maintain an ongoing safety training plan, using the training materials whenever you need them.

Your Blue Prints program contains the following:

Instructions

Contains instructions that explain the materials and show how to use the system.

Introduction

Introduces the topic and explains what this means to your workplace.

How To

This section provides instructions for meeting the OSHA standard or steps for establishing the best safety practices for non-compliance topics. A complete copy of the OSHA standard is provided for compliance topics.

Written Program

The written program is an important part of the OSHA compliance requirements. This section includes a sample written program in a fill-in-the-blank format to allow you to quickly create your own written program. Also provided is a complete set of recordkeeping forms.

Training

Programs include scripted training, which leads you through a successful training session. It provides training tips, a glossary of terms and includes tools such as an instructor guide, a learning exercise, an award-winning video and five employee handbooks with most programs.

To purchase your Blue Prints materials, [simply click here](#). You'll then be taken to a list of available programs and an easy-to-use order form. Also, there is no per-order limit.

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Brings you to

VTFUND



Accident Fund Insurance is pleased to announce their partnership with CLMI - Safety Training. By contract, Accident Fund Insurance has subsidized the purchase price of training programs. For only \$149 each, plus S&H, you can purchase any of the programs available on the web site. Please use this special CODE at check out: 3YLR



Loss Control
Click Here

Welcome!

Click any of the categories below to see more previews:

You must have Adobe Flash 9.0 or higher to see the preview. If you can see the animation above, your system has the correct version of Flash installed.



- ▼ Hot Topics
 - ◆ [The Back Owner's Guide to Lifting and Stretching](#)
- ▶ New Programs!
- ▶ Accident Investigation
- ▶ Back Injury Prevention DVD's / Videos
- ▶ Bloodborne Pathogens DVD's / Videos
- ▶ Chemical Safety
- ▶ Confined Space Entry DVD's / Videos
- ▶ Construction Safety DVD's / Videos
- ▶ Defensive Driving DVD's / Videos
- ▶ Electrical Safety
- ▶ Employee Health and Wellness
- ▶ Ergonomics DVD's / Videos
- ▶ Fall Protection DVD's / Videos
- ▶ Fire and Emergency Response DVD's / Videos
- ▶ Forklift Safety
- ▶ Hazard Communication (HazCom) DVD's / Videos
- ▶ Hearing Conservation DVD's / Videos
- ▶ HR Training
- ▶ Interactive Video on Demand (IVOD) Downloaded video via email to PC for 30 days of training
- ▶ Lockout Tagout DVD's / Videos
- ▶ Machine and Equipment Safety DVD's / Videos
- ▶ Mike Melnik DVD's / Videos
- ▶ Personal Protective Equipment DVD's / Videos
- ▶ Powered Industrial Trucks DVD's / Videos
- ▶ Preventing Slips, Trips and Falls DVD's / Videos
- ▶ Safety Program Management DVD's / Videos
- ▶ Workplace Violence

[Click here to register as your company's administrator for online training.](#)



Brings you to

Lezage | Training Center

Provided By: **Accident Fund Insurance Company of America**

In order to gain access to the Lezage Training Center service, please complete this form. **All fields must be completed.**

IMPORTANT NOTE: Please properly spell and capitalize the Training Administrator's name, and enter and properly capitalize the full and proper Organization Name. Both of these names will appear on employee training completion certificates.

Training Administrator's
First Name:

* The "Training Administrator" is the person within your organization who is/will be responsible for the administration of your employee training program

Training Administrator's
Last Name:

Training Administrator's E-Mail Address:

Organization Name

Street Address

City

State

Zip Code

Phone Number:

* Insert phone number in this format: XXX-XXX-XXXX