

Automated Text Messaging

IMPROVING COMMUNICATION WITH YOUR INJURED WORKERS



ADVANCED SMS TECHNOLOGY

NEW FEATURE

We have added a cell phone number data field in our reporting portal that allows us to keep employees up-to-date on their claim and examiner information in real time.

BENEFITS

When an employee has been injured, immediate contact may cut down on litigation. Athens Administrators now offers an automated text messaging program designed to improve service and communication to your injured workers and help prevent costly litigation for our clients.

Open rates for text messaging towers over email at 98% – and most are read within 15 minutes of receiving them.

Text messaging doesn't require a smart phone and there is no need to download additional programs or apps.

AUTOMATED TEXT MESSAGING

24 X 7 COMMUNICATION.

Studies have shown that 98% of text messages are likely to be read within 15 minutes of receiving them.

Our automated text message allows the injured worker to have a phone number link directly to their examiner as well as the claim number of their loss.

Confidential information is never shared in the text message, so a worker's privacy is always protected.

Here are three types of text messages that will be sent and the event that will trigger them:

1) CONFIRMATION RECEIPT OF NEW CLAIM

Once a new loss is received by Athens Administrators, the injured worker will receive a confirmation text message, along with the claim examiner's name, claim number and the examiner's phone number.

2) USER ACCOUNT UPDATES

An alert text notification will be sent should the injured worker's cell phone number changes in our system.

3) CLAIM STATUS UPDATES + CHANGES

Should the injured worker's claim be assigned to a new examiner, a text message will be sent to alert them of this change, along with the new claim examiner's name, claim number and the examiner's phone number.

CONTACT US

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Founded in 1976, Athens Administrators delivers superior workers' compensation and liability claims administration services and support with the highest level of personalized attention. We are a full service, customer-centered organization dedicated to creating value and delivering results.

