



U.S. Frequently Asked Questions – Workers' Compensation for US Employees

This document is intended to answer questions you may have Workers' Compensation. The content of this document is believed to be accurate, but in the event of any conflict, the applicable plans, policies, or law will govern.

What is Workers' Compensation?

Adobe's Workers' Compensation policy provides medical treatment reasonably necessary to address the injury or illness. The insurance company covers this medical treatment at 100% if the injury/illness is deemed work-related and you seek medical care at one of the designated locations, as required.

I believe I have a work-related injury. What do I do?

If you have a work-related injury or illness, contact the Employee Resource Center by opening a ticket at the [Adobe Support Center](#) to report your injury/illness.

In the event of an emergency, seek medical attention first. You may call Adobe security for assistance or dial 9-911. Security will then contact the ERC with accident details.

If you seek care at an emergency room, please make sure you inform them that you were hurt on the job so they don't bill your health insurance company (Aetna or Kaiser). The bill should be provided to Gallagher Bassett once your claim is open. If you have already opened a claim through the ERC, you will also have a claim number.

What is a pre-designation? How do I pre-designate a Workers' Compensation doctor?

If you are a California employee, you are entitled to be treated by your own personal physician only if you have provided the ERC a written pre-designation form with your chosen physician, *prior to your injury*. Please note that the pre-designated physician must have previously provided treatment to you and must agree to be your primary treating physician, complying with the requirements of the Workers' Compensation laws. If your physician does not agree to treat in this capacity, or if you have not pre-designated a physician prior to your injury, you may be required to seek care with a physician in the Gallagher Bassett Managed Care network based upon your location. For other states, please check the workers compensation website for your work state.

To pre-designate a doctor, please go to the form called [Pre-designation of Personal Physician](#). Send the completed form to the ERC through the [Support Center](#).

What medical offices can the employee go to for a work-related injury/illness? Is it a requirement to stay in the Gallagher Bassett network? How do I find the medical office in the Gallagher Bassett network?

All employees, regardless of your work state, need to go to a facility in the **Gallagher Bassett** network for a work-related injury/illness for your initial evaluation. If your work location is in California, you can find a provider in the [Gallagher Bassett California Managed Network](#). If your work location is not in California, you can find a provider on the [Gallagher Bassett National MPN](#).

If I'm a California based employee, where can I find more information on Workers' Compensation resources for California?

There are additional Workers' Compensation resources for California based employees at the [California Department of Industrial Relations – Division of Workers' Compensation website](#). There are also [facts sheets and guides](#) for review.

Who administers Adobe Workers Compensation Claim? And who is the insurance carrier for the WorkersCompensation Claims?

As of 11/1/2024, Adobe's Workers' Compensation claims vendor is Gallagher Bassett. Adobe's workers' compensation insurance carrier is Safety National. Employees will work with Gallagher Bassett directly in handling workers' compensation claims and payments as applicable. Gallagher Bassett will then work with Safety National directly on handling the insurance carrier claims.

Claims: Gallagher Bassett Services Inc., 2850 Golf Road, Rolling Meadows, IL 6008-4050; 800-437-1266

Insurance Carrier and Policy Number: Safety National / LDC4065852

Should I file a Workers' Compensation Claim? Is filing a Workers' Compensation claim mandatory when I incur a work-related injury or illness?

If you believe you have a work-related injury or illness that needs medical attention, then you have the right to file a workers' compensation claim.

What's the benefit of filing a Workers' Compensation claim rather than go through my medical insurance carrier for an injury?

If you file a workers' compensation claim and it is approved as a work-related injury by Gallagher Bassett, then the insurance company covers the cost of the medical treatment through the approved network providers as well as a portion of any unpaid time off due to the injury/illness. Sometimes when you seek care outside of the MPN, you may be refused treatment if you identify your illness/injury as work-related. Likewise, your medical insurance may deny coverage if you don't first file it with the workers' compensation insurance.

Who do I contact for an ergonomics evaluation?

To request an ergonomics evaluation, please contact the Service Desk or your site's Facilities or Security representative. Please see the facilities website on ergonomics evaluation at [Adobe Support Center](#).

How are the medical costs billed and covered when I go to a medical office?

If the clinic is part of the network, you will work directly with the clinic to have the bills go through Gallagher Bassett.

What if I am worried about my perception from work group and manager if I file a workers' compensation claim?

As an Adobe employee, you have the right to file a workers' compensation claim if you believe you have suffered a work-related illness/injury. Your manager and your HR business partner should support you in reporting a work-related illness/injury and be supportive during this process and ensure that you are abiding by any work restrictions.

Who is my main point of contact during the Workers Compensation Process?

When you file a worker's compensation claim, you will be assigned a Gallagher Bassett claims manager. You will work closely with your Gallagher Bassett claims manager on this workers' compensation claim process.

Who do I need to send my work status report to?

If you receive a work status report and any doctor's reports indicating work restrictions, you are responsible to provide a copy to your manager, to your Gallagher Bassett case manager and to the ERC.

Where do I submit my outstanding medical bills/claims?

If you have outstanding medical bills or claims related to your work-related injury, please provide these to your Gallagher Bassett claims manager.