



AI Agent for Workers Compensation Claims

Streamlined, empathetic communication that supports employees and employers at every stage



Kayla – 10:15 AM

Hi Jerry, just checking in – your claim is in review, but we're missing your wage verification.

I can either request it from your employer directly or send you a link to upload it yourself. What's easier?

10:16 AM

Please request it from my employer.

Kayla – 10:16 AM

Will do. I have your employer's HR contact from your claim record.

I'll send them a secure upload link and track it for you.



Support Injured Employees with Confidence

Deliver a supportive, digital-first experience that guides injured workers through every step of the claim journey.

Ushur helps employees:

- Report workplace injuries with guided FNOI submission
- Complete DWC-1, HIPAA and claims forms easily
- Receive proactive claim and payment updates
- Understand benefits and next steps
- Access 24x7 conversational support

Outcomes:

- Faster FNOI completion
- Higher engagement
- Reduced inbound calls



Streamline Employer Reporting & Coordination

Reduce administrative burden on employers and HR teams through guided workflows and connected communications.

Ushur helps employers:

- Digitally guide employer injury reporting and approvals
- Automate reminders and document collection
- Coordinate communication across employees, HR and claims teams
- Provide real-time claim visibility and status updates

Outcomes:

- Faster approvals
- Reduced admin workload
- Improved claim efficiency

Why Ushur for Workers Compensation

Today's workers compensation processes still rely heavily on phone calls, emails and fragmented systems to progress claims. Ushur's Agentic AI extends existing claims platforms with empathetic, compliant and proactive digital engagement that improves experiences for both injured employees and employer policyholders.

High-Value Workers Compensation Journeys

- Employee injury intake & FNOI
- State injury reporting form completion (e.g., DWC-1, 5020)
- Employer reporting & approval
- Claim status & payment updates
- Return-to-Work coordination
- Workplace accommodation requests
- Benefit education & FAQs
- Attorney disclosure & review requests



Core Capabilities



Omnichannel conversational experiences across SMS, web, email and voice



Context-aware AI trained on claims processes and policy workflows



Human-in-the-loop escalation for sensitive or low-confidence cases



Rapid deployment with prompt based workflow development to go live in weeks



Governance by Design with every conversation observability, auditable and compliant



Enterprise Integrations across claims, policy and document systems



Unlock faster, more empathetic and efficient workers compensation experiences with Ushur.
Visit ushur.ai for a personalized consultation.