



## Workers' Compensation Claims Guide – TN

All information can be found at <https://diamond.truetech.app/> (Documents and Forms)

### Submitting A Claim

Online	–simplest way to submit a claim– <a href="https://diamond.truetech.app/">https://diamond.truetech.app/</a> : click on “file a claim” to get started
Email	<a href="mailto:claims@diamondwc.com">claims@diamondwc.com</a> (forms below)
Fax	(847) 230-1382 (forms below)

### General Inquiries Phone

(847) 230-1331

### Medical Bills

Mail to:  
Diamond Insurance  
1900 E Golf Road, Suite 1275  
Schaumburg IL 60173

### General Correspondence

- Use adjuster email if known\*
  - Email [claims@diamondwc.com](mailto:claims@diamondwc.com) if needed
  - Use claim # in email subject line if known
- \*Adjuster names and emails are available on the portal

### Forms Attached or Linked:

Notice of New Claim:	Required to fax/email new claims	<a href="#">Notice of New Claim</a>
TN FROI (required)	Required to fax/email new claims	<a href="#">TN First Report of Injury</a>
TN Notice/Poster	Employer Notice – to post in building	<a href="#">TN Posting Notice</a>
Optum Rx Forms	To fill initial prescriptions for injured workers	<a href="#">First Fill Prescription Form</a>
Accident Investigation Kit	To assist with internal accident investigations—please include in claims submission if completed	<a href="#">Accident Investigation Kit: Employee Incident Report, Supervisor Report, Witness Report, Medical Authorization, and Decline of Medical Treatment</a>

After submitting a claim, you will receive a claim acknowledgment letter via email (or regular mail if no email is provided) providing the claim number, adjuster’s name, and contact information.

**Important:** Nurse Triage Services and their reports to Diamond do not replace your accident investigation and good communication with Diamond, which are necessary to prevent accidents, control workers’ compensation costs, and assign claims to the proper adjuster. Most importantly, Diamond needs to know the employee’s work status ASAP after he/she receives medical care.