

Workers' Compensation Claims Guide – VA

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

Submitting A Claim

Online	–simplest way to submit a claim– https://diamond.truetech.app/ : click on “file a claim” to get started
Email	claims@diamondwc.com (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 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	Notice of New Claim
VA FROI (required)	Required to fax/email new claims	VA First Report of Injury
VA Notice/Poster	Employer Notice – to post in building	VA Posting Notice
Optum Rx Forms	To fill initial prescriptions for injured workers	First Fill Prescription Form
Accident Investigation Kit	To assist with internal accident investigations—please include in claims submission if completed	Accident Investigation Kit: Employee Incident Report, Supervisor Report, Witness Report, Medical Authorization, and Decline of Medical Treatment

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.