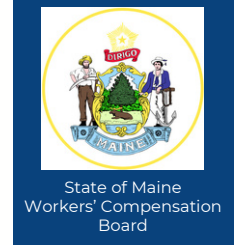


2nd Edition

Claims Unit Newsletter



Hello spring! New season, fresh start.

Warmest wishes for a beautiful start to spring from us here at the Claims Unit. Following the success of our inaugural issue, we're excited to continue providing you with essential updates, process improvements, and helpful resources designed to streamline our collaboration. As always we'd love to hear from you so please send questions and suggestions to Magy.Taylor@maine.gov

Key Updates

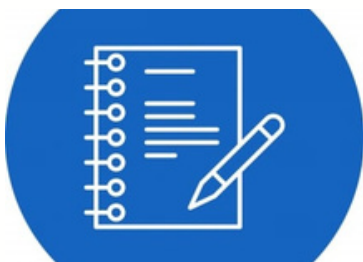


How to E-Sign WCB-4A

WCB-4As can be E-signed with Adobe (free version)! Download the digital copy and have all parties sign electronically. Electronically signed forms must be sent to Forms.WCB@Maine.gov in their original format to retain metadata of the signatures. *This functionality will not work if the form is signed in a browser so be sure to download.* You can find our forms [here](#).

Claims Forms Reports

We started sending reports in place of individual emails. This saves staff time which in turn ensures forms are entered as quickly as possible. The reports give real-time feedback to ensure adjusters are properly trained, data is accurate, and progress is tracked (for forms WCB-2, -3, -4M, -4D, -8, & -11).



Best Practices



Reminders: Filing the “21 Day Certificate”

When filing the WCB-8 “21 Day Certificate,” please remember that copies must be sent via certified mail to both the employee and the Board.



Faxing vs Emailing

While the Board does accept forms via fax, sending via email provides the ability to recover that form at a later time should the need arise. To email forms send them to Forms.WCB@Maine.gov



Minimize Extra Pages

We print everything! When you’re emailing your forms minimize waste by minimizing use of cover pages and ensure the form fits on the page. Large font and formatting changes can lead to extraneous pages.



Maximize Your Comments

Meaningful comments act as the essential context that keeps a claim moving. For example, noting specific outreach dates for unresponsive concurrent employers shows your due diligence, while including calculation breakdowns on a WCB-2 eliminates guesswork. This transparency prevents administrative delays and ensures the Claims Management team can process files quickly and accurately.