

# GALLAGHER BASSETT puts people first with the most advanced and powerful technology in the industry.



GB is committed to providing the best possible claim experience to both clients and injured workers. Our GBGO mobile App promotes optimal communication between clients and GB, helps clients and injured workers stay engaged throughout the claims process, and improves overall client and injured worker satisfaction with the claim experience.

GBGO is designed to be easy to use, with intuitive features and functions. For example, the current App for injured workers provides 24/7 access to claim and claim-related information and easy methods of communicating with the Resolution Manager.

GBGO helps injured workers manage their claims anytime, anywhere from their Apple or Android smartphones. It provides the claim information injured workers need, when they need it. It is easy to use, reliable, and secure.

Injured workers are able to:

- View a claim summary and benefit payment history
- Phone or email their GB Resolution Manager with 'one click'
- Access a digital version of the Medical Awareness Card (MAC card) and the Pharmacy card (Rx Card)
- View answers to frequently asked questions
- Reach GB support via email or phone with questions about the mobile App
- Access a training video, reset password etc.

## **GBGO What's Next?**

GB is committed to the continuous pursuit of a better way of managing claims. That means GB will evolve its GBGO platform with exciting new features. Future enhancements include:

- An enhanced Injured Worker App that supports reporting of return-to-work (RTW) details and allows address changes, facilitates tracking appointments with providers, and incorporates advanced messaging functionality
- An App for Operations Managers (employee supervisors) that will speed claim intake by allowing reporting of claims and uploading of relevant supplemental information (e.g., pictures, audio or video files, or initial doctor visit notes)
- An App for Risk/Claims Managers which provides insights into program performance, such as real time updates on watch-list claims, tracking of open approval requests and more
- A Spanish language capability, customized push notifications, and single sign-on

**GBGO: Taking claims management mobile.**