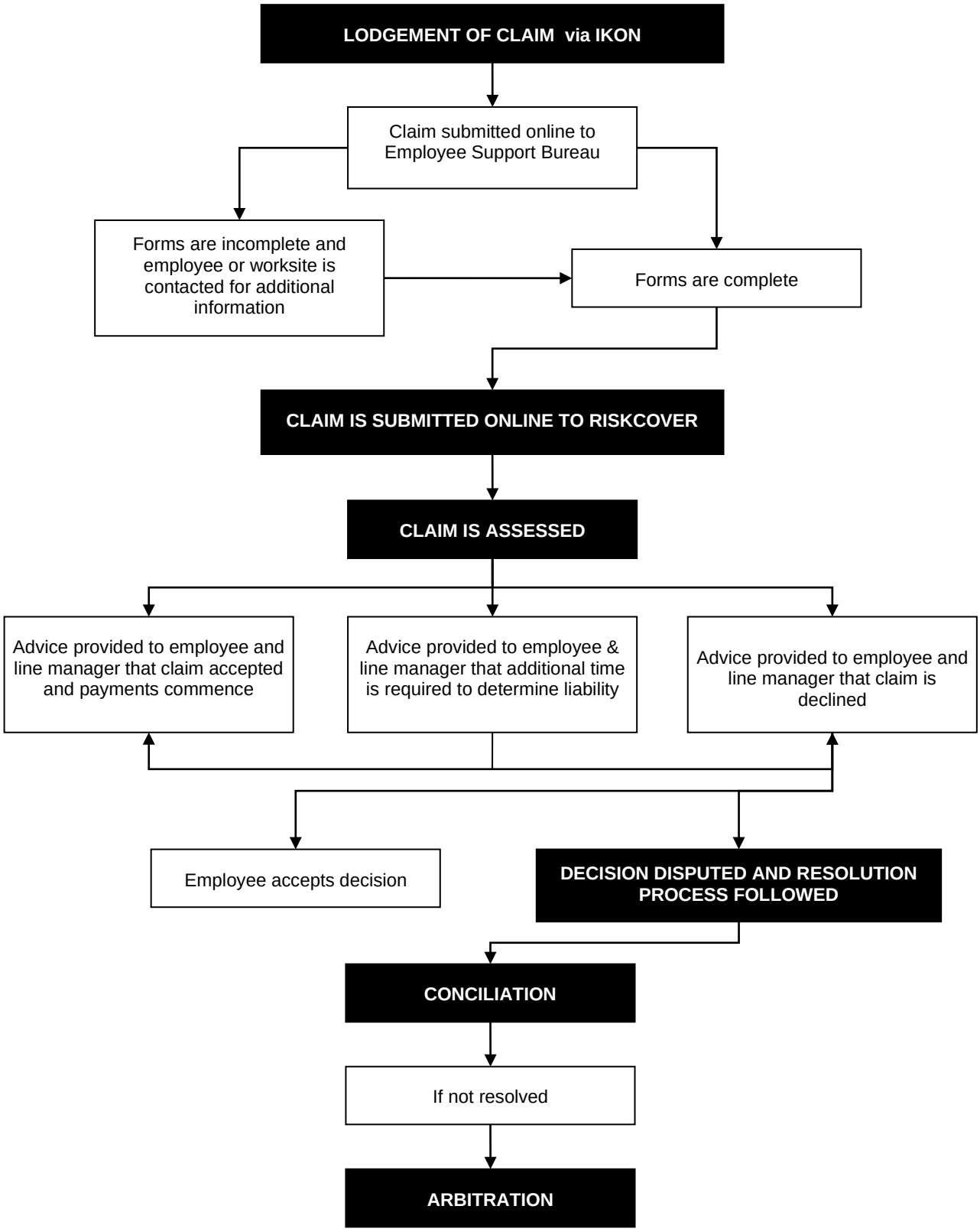APPENDIX A. WORKERS' COMPENSATION CLAIM FLOW CHART