

Reporting Procedures

What should I do if I'm injured on the Job?

Call 911 for all emergencies that result in serious bodily injury, and seek treatment at the nearest emergency room.

You should notify your supervisor immediately.

You should tell your supervisor what happened, how it happened, who saw what happened, and if you were injured as a result of the accident.

If you are a witness to a work related accident where a fellow employee is injured and the involved employee cannot notify his or her supervisor, you should attempt to notify the supervisor for him or her.



Reporting Procedures

What should I do if I'm injured on the Job?

You and your supervisor should call the Workplace Injury & First Notice of Loss Call Center at 1-866-245-8588.

By calling and selecting **option#1**, you (the injured employee) will speak with a 24/7 registered nurse to evaluate the nature of your injury and determine immediate care or treatment options. Your supervisor will only verify that you are reporting a work related injury to the registered nurse.

If no medical treatment is recommended, the registered nurse will document the call for you and your supervisor, and enter an incident report into the CareMC reporting system. No other action will be needed from you or your supervisor.

Information Needed to Create an Incident

Option #1 - If 24/7 is contacted by you, the nurse will ask you for the following information that is required to create an INCIDENT:

- a. Employee First and Last Name
- b. Last 4 digits of the Social Security Number
- c. Date of Birth
- d. Date of Injury
- e. Employer Location (the injured employee's employer location/department). This can come from the supervisor as well if need be.
- f. Supervisor name and contact # (comes from the supervisor)
- g. Employee contact #
- h. Nature of Injury

Reporting Procedures Using Option#2

If the registered nurse recommends for you to seek immediate medical treatment, the nurse will direct you to the nearest State approved medical provider. Your supervisor will be responsible for completing the reporting process of the claim with CorVel.

Your supervisor shall call or send an email to their HR personnel with details about the accident.

To complete the reporting process the supervisor will call the First Notice of Loss hotline back at **1-866-245-8588**, and select option#2. The First Notice of Loss Unit will ask the supervisor or HR personnel additional questions.

Information
Needed to
Complete the
First Notice of
Loss - continued

Option #2: If the FNOL Unit is contacted by your supervisor or HR personnel, the following information will be required to report a claim:

- i. Full Social Security Number
- j. Employee Address
- k. Date of Hire
- l. Date the employer was notified of the injury
- m. Accident Description
- n. Where did the injury occur?
- o. Was the injury in the course and scope of employment?
- p. Do you question the validity of the claim?



**FNOL
Reporting via
CareMC or by
Telephone.**

Option #3- If 24/7 is NOT contacted by the employee or supervisor, and a FNOL needs to be created, then ALL of the listed information (a – p) will need to be obtained and entered either manually into CareMC by the HR personnel or by calling **1-866-245-8588**, and select **option#2** before the FNOL can be submitted.

There are several other questions that will be asked, but at a minimum the listed information in the previous Powerpoint slides (a—p) will be required to complete the FNOL.



Reporting Procedures

What to do when seeking Medical Treatment?

Upon arrival to the medical facility, you and/or your supervisor should notify the doctor's office that you were injured while performing your job duties.

A list of the approved panel of physicians form will be verbally provided to you by the 24/7 registered nurse.

The panel will also be available located in your break room and/or the Human Resources Office. You must choose a provider who is authorized in the state's workers' compensation network.



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What to do when seeking Medical Treatment?

Follow up doctor's and/or specialist appointments must be arranged by CorVel and NOT by the injured employee or supervisor. *Note: This does not apply in situations requiring immediate emergency-room treatment for serious or life-threatening injuries.*

If your initial visit is in an emergency room or a minor medical clinic and any follow up visits are needed, you must call the **Human Resources Office** prior to any follow up treatment and **Human Resources** will obtain a panel of providers for you to choose from. You will also need to go to Human Resources to sign the panel form. All doctors must be on the State's approved physician's list prior to follow up treatment.



Reporting Procedures

Communicate Medical Status to Supervisor and HR

It is your responsibility to keep your supervisor and/or human resources department notified on a daily basis regarding your work status.

Explain what medical care is being prescribed and your current condition.

You should give copies of all the paperwork issued by the treating physician to the supervisor and/or human resources department stating when you can return to work, or if follow-up visits are ordered, or when physical therapy is needed.

All written medical documentation must be forwarded to Human Resources. Due to HIPPA compliance, ONLY Human Resources will store all medical records related to an employees on the job injury.