

Return to Work

- Submit your employee work profile at the time you submit the FROI
- Ensure the employee work profile is accurate and descriptive of physical demands for the injured employee's actual position
- Train your supervisors and employees on your return-to-work policy
- Discuss with the employee's supervisor likely work restrictions and explore transitional employment options—**Be ready!!!**
- Maintain contact with the injured employee
- Communicate with everyone—benefit coordinator, nurse consultant, panel physician



- Be ready to offer transitional or alternative employment as soon as the employee is released to work – discuss barriers to return-to-work with the nurse consultant

- On-site case management - you have the power to refer with a state agency referral form – call Janette Purtell at (804) 775-0710

Questions – Call your nurse consultant at MCI!



Occupational Disease Claims

- Report the date of accident as the date that the physician advised the employee that he/she had the disease and it was due to his/her work environment
- Report the date that the agency first became aware of this diagnosis as communicated by the employee
- On a separate correspondence from the FROI, report the outside activities that the employee participates in that may impact the diagnosis. Provide the names and phone numbers of people who have first hand knowledge of the employee's outside activities



Contact us!

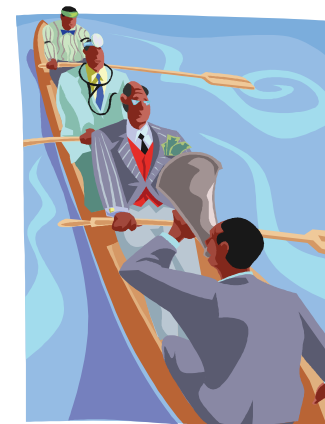
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| Monty McFadden, Principal, MCI | 804-344-0009 |
| Bobby Cone, Principal, MCI | 804-344-0009 |
| Kristie McClaren, Acting COV Director | 804-786-0362 |
| Beth Drum, Account Director | 804-775-0702 |
| Randy Seay, Claims Manager | 804-775-0701 |
| Janette Purtell, Voc & Medical Manager | 804-775-0710 |
| Marchel Johnson, MCI Loss Control Manager | 804-318-3402 |

Websites:

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| VA Workers' Compensation Commission | www.vwc.state.va.us |
| Department of Human Resource Management | www.dhrm.virginia.gov |
| COV Worker's Compensation Program | www.covwc.com |



It Takes Two for Teamwork



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Panels

- Offer a panel to all employees injured on the job
- You can find a panel selection form at www.covwc.com and should submit it to MCI as soon as possible.
- The panel should include: three physicians from independent practices; specialties capable of treating the injury; physicians willing to accept WC patients; physicians within a 50 mile range. Do not list the practice name. Individual provider names are required. To use a medical clinic, the physician name must be used.
- Access the OccuNet PPO through www.covwc.com – please ensure you complete your zip code and mileage requirements when using the site

Questions – Call, fax, or email your MCI Nurse Consultant or Benefit Coordinator for assistance!!!



Claims Investigation

- Send an internal memo to MCI regarding any accident facts that cannot be included on the Visual Liquid Web (VLW) submission.
- Send any internal investigation paperwork to the benefit coordinator
- Obtain a written statement from the employee regarding the accident
- Send all bills, medical reports, and work status forms to the benefit coordinator immediately. Our address is P.O. Box 1140, Richmond, VA 23218-1140
- If there are witnesses or co-workers with relevant information, please provide their contact information to the Benefit Coordinator
- Discuss second employer information with the employee and benefit coordinator
- Discuss prior medical history if applicable, i.e., was the injured worker able to perform his full duty position prior to this incident?



Medical Bill & Report Submission

- Submit medical bills and reports together to MCI
- Place injured worker name, date of injury, social security number and claim number on the bill & the medical reports
- **Submit to:**
P.O. Box 1140, Richmond, VA 23218-1140 or fax to 804-371-2556



Catastrophic Claims



- Contact the Claims Supervisor to discuss accident
- If the investigation exceeds your agency's resources, advise the claims supervisor
- Obtain information regarding the medical facility rendering emergency care for the employee and share this with MCI
- Assist Loss Control with the investigation

Forms



- Report claim using VLW
- Include information on the FROI submission regarding the accident description and return-to-work
- Submit the supplemental reports when the employee returns to work or is out of work
- Complete a wage chart for all lost-time claims

First Script

- Go to the website (www.covwc.com) and print your employee a pharmacy card when first injured
- When the injured employee is referred to other physicians by the panel physician, contact the benefit coordinator or nurse consultant to make them aware.



Questions – call 1-800-791-2080!!