

Reporting an on the Job Injury or Illness

TELEPHONE NUMBER FOR REPORTING INJURIES

800-455-2079

LOCATION CODE 1036

In the event of a job related injury or illness, Amerisys staff will assist the injured employee in receiving prompt, quality and medically necessary care as well as maintaining the employee in an active work status, either in modified or transitional duty.

What happens in the first 2-4 hours following a work-related accident, will determine overall success in both human (medical outcomes) and financial (claims cost) terms.

Amerisys provides **24/7/365 claim reporting** through our **Triage Unit**. The role of the triage nurse is a key component of Amerisys's unique and proactive claim management program. At the time the claim is reported, the triage nurse will orient the employee to the workers' compensation system, demonstrate concern regarding the injured employee's wellbeing, determine the level of medical care required and make the necessary medical referral. After the employee is directed for medical care, the claim will be assigned to the nurse case manager and adjuster team who will manage the claim to conclusion.

What are the employer's responsibilities and what can be expected following an on the job injury or illness?

- In the case of a medical emergency, **call 911** and then immediately contact Amerisys at **800-455-2079** to report the claim.
- If the injury is not an emergency, the supervisor should immediately report the claim to Amerisys at **800-455-2079**.
- Whenever possible, please have the injured employee present with the supervisor when the claim is reported. The triage nurse will then be better able to assess medical needs and arrange for immediate medical treatment.

"Patients First, Paperwork Later" - The needs of your injured employees always come before the paperwork.

The following is the information needed to report an injury:

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| Four-digit location code. 1036 | The injured worker's employer, address, phone number and contact. |
| The employee's class title. (Provided by Amerisys) | The date and time of the accident (injury or illness). |
| The employee's class code. (Provided by Amerisys) | The date the employer had knowledge of the accident (injury or illness). |
| The injured worker's Social Security number. | The location of the accident (injury or illness). (On premises, jobsite, in field, etc. Please include the address and county in which the accident occurred). |
| The injured worker's home address, phone number and birth date. | The description of the injury. (Describe the injury and the part of the body which is affected (example: laceration of the lower left arm). |

Once Amerisys has taken care of the injured employee, the intake specialist will then collect the Florida First Report of Injury claim information. Upon completion of the initial tasks:

- assessing the employee's medical needs
- directing and facilitating the medical treatment

The triage nurse will immediately transfer the case to the nurse case manager and adjuster team for continued handling.

The telephonic nurse case manager, following the clinician visit, will obtain the results of the initial medical encounter including diagnosis, treatment plan and any injury related restrictions. This information will be provided to the supervisor immediately after the clinician visit in order to support our stay at work strategy.

Injured workers are generally instructed to return to work immediately following each visit. Please be prepared to speak with and collaborate with the telephonic nurse case manager regarding stay at work/return to work matters, such as transitional duty.