



COMPCARE ON-CALL FREQUENTLY ASKED QUESTIONS

What if the employee has sustained a serious injury?

This service is designed to assist with injuries that are not life, limb or eyesight threatening. If the employee has a serious injury that requires emergency medical services, please call 911 or your local EMS number.

What do the CompCare On-Call RNs do?

The nurses assist injured employees in determining a recommended course of action for appropriate care, and ensures the earliest intervention possible for return-to-work initiatives. This professional nurse triage service provides answers asked by injured employees, guiding them on appropriate levels of care for their medical issues.

What type of nurses will be answering the phone?

CompCare On-Call is staffed by experienced, registered nurses. The nurses have additional training to answer calls specifically related to workplace injuries/incidents.

Will they have enough nurses to answer all our calls?

Yes, of course! The call center strives for an average speed of answer of 30 seconds or less. If there is a hold time it will be a very rare occurrence.

During what hours is this service available?

CompCare On-Call is available 24 hours a day, 7 days a week, 365 days a year; it is an around-the-clock service allowing injured employees to talk to a nurse any hour of any day, all year round.

What languages are available through CompCare On-Call?

Spanish is available 24 hours a day. If the Spanish speaking RNs are on other calls, the language line will be used. In addition, the language line is available for any other language, at any time.

How long will the call take?

Each call is unique to the situation. The average call time is approximately ten minutes. However, if the nurse needs to provide health care education to the employee, it may take longer. While our nurses are trained in the management of the call process, their priority is to provide all information necessary to the employee to fully understand the recommended course of action, or the instructions on self-care or self-medication.

Who should talk to the nurse?

If at all possible, the nurse will need to speak directly with the employee who has sustained an injury. As part of the medical triage process, the nurse will be asking personal, medically-directed questions including: past medical history, any current medical problems and

medications, allergies, and the patient's perception of their own symptoms. For this reason, please allow the employee privacy during the call. If the supervisor/manager wishes to speak to the nurse after the call to determine final resolution, ask the employee and/or nurse to have them notified when the call has been completed before the employee hangs up.

How do we handle if the employee is a minor?

The nurse will ask if a parent or guardian is available to be included in the call. If the parent or guardian is not available, the nurse will continue the triage process.

What if the employee calls a day or two after their injury occurred?

The nurses will document the date of the injury and the date of the call. In addition they will document why the employee waited to report the injury if that information is provided.

Can the employee call the nurse back if they have additional questions or symptoms?

Yes. Many times, a patient will have a question after they followed the nurse's recommendation and / or before the first visit with an approved panel physician. In some instances, the nurse will need to re-contact the employee. During the triage process, the nurse will ask permission from the employee to call back, as necessary, and gather appropriate contact information. **For all urgent and emergent as well as self-care calls where a change in condition is expected, the nurse will attempt to complete a call back.**

Will the nurse complete a Report of Injury?

Yes, the nurse will obtain the necessary information to complete a report of Injury. Following the call, this injury report will be sent to the risk management or human resources department, and to your employer's workers' compensation administrator, VML Insurance Programs.

What if we are dissatisfied with how the nurse handled the call?

Feedback is always welcome. Simply call the toll free CompCare On-Call phone number and ask to speak to a manager. We will document your comments and follow up with you on an action plan within two business days.

Do you have a quality assurance process?

Yes. The program assesses the satisfaction of our patient callers and reports results to your employer on a regular basis. Likewise, our nurses receive a monthly quality report on their individual performances, and any unsatisfactory service levels are addressed with a documented plan for improvement, including additional monitoring and support from the manager.

Should CompCare On-Call be called after all work related injuries / conditions have occurred?

Yes. Calling CompCare On-Call is the method used by the employer to report work related injuries to the workers' compensation administrator. This is a 24/7/365 service. All injuries / conditions should immediately be called into CompCare On-Call regardless if the employee seeks medical treatment (report only).

Should the supervisor call CompCare On-Call and report the injury, if the injured employee is unable to call or does not want to call?

Yes. Again, calling CompCare On-Call is the method used by the employer to report work related injuries to the workers' compensation administrator. It is not necessary to talk with

a nurse. A claim may be reported to a First Report of Injury Customer Services Representative. The supervisor should provide what information that is available.

Will I be connected with a nurse upon dialing this number or is there a menu?

The employee will hear a brief menu. The employee will be greeted with a message that they have reached VML Insurance Program's CompCare On-Call nurse triage and reporting service for workplace incidents. The employee will then be provided with the following options:

1. Press 1 to speak with a registered nurse and report a work related injury / condition
2. Press 2 to report a work related injury / condition only (not speak with a nurse)

Will CompCare On-Call nurses provide assistance with non-work related injuries/conditions (general health issues)?

No. CompCare On-Call is a services provided only for work related injuries and conditions.

Are employees asked to provide personal information such as their Social Security Number, address, telephone number, date of birth, etc? If so, is this required?

Yes, this information is requested. This information is required by the Virginia Workers' Compensation Commission (VWC). The VWC is the state agency which administers the Virginia Workers' Compensation Act. All employers are required to report all work related injuries / conditions to the VWC. The VWC will provide materials to employees explaining their rights and responsibilities under the Virginia Workers' Compensation Act. For more information about the VWC, visit their website at www.vwc.state.va.us or contact them at their toll free number 1-877-664-2566. Their address is: 333 E. Franklin St., Richmond, VA 23219.

Does CompCare On-Call report employees' claims to the VWC?

No. CompCare On-Call sends an injury report to the employer's workers' compensation insurance administrator; VML Insurance Programs (VMLIP). VMLIP is responsible for reporting claims to the VWC.

Please note a filing of a claim by the employer to their insurance administrator through CompCare On-Call is not a filing of a claim with the VWC on the injured employee's behalf and does not protect an employee's right.



REPORTING EMPLOYEE INJURIES – COMPCARE ON-CALL

To assist injured employees with medical treatment following a work related incident, we offer nurse triage services through CompCare On-Call. Injured employees have the opportunity to speak with a Registered Nurse (RN) who will obtain a history of the injury and with the employee determine the best treatment option based on the symptoms reported by the injured employee. However, the ultimate decision regarding treatment is the employee's.

By calling CompCare On-Call, it is no longer necessary for members to complete accident reports (Quick Fax, On-line, Employer's First Report of Accident, etc.). CompCare On-Call will obtain the necessary state required information and will report all claims to VML Insurance Programs and our Member contact(s).

This service does not replace calling 9-1-1 when immediate medical attention is required.

If an employee does not require immediate medical attention, have the employee call toll free 1 (877) 234-0898 to report their injury. As mentioned the employee will be provided with the opportunity to talk with a registered nurse, receive triage advice and report their injury.

If an employee does not call CompCare On-Call to report the injury, the supervisor must call and report the injury.

If the employee does not wish to speak with a nurse or if the supervisor is calling on the employee's behalf, the employee/supervisor will be provided with the option of reporting the injury without nurse assistance.

Please allow the employee complete privacy during this call. The employee's personal medical information will be kept strictly confidential and will not be shared with the supervisor/manager.

Benefits of CompCare On-Call

- Treatment advice provided by a medical professional (RN). Treatment recommendations can range from simple first aid to recommending the employee seek treatment by selecting a panel physician, or emergency care. However, as noted above, the ultimate decision regarding treatment is the employee's.
- If the supervisor is unable or does not provide the injured employee with a panel of physicians, the nurse will review the panel of physicians with the employee. If an employee chooses to seek treatment, the employee must select a physician from this panel. Under the workers' compensation law in Virginia, the nurse (or employer) is not allowed to select a physician from this panel for the employee.

- CompCare On-Call is staffed by experienced RN's who have received additional training to address work related injuries.
- This service is available 24 hours a day, 7 days a week. All languages can be accommodated, either internally or through a language line.
- When the employee is instructed in home care, a nurse will attempt to contact the injured employee to obtain a condition update.
- The supervisor/member no longer needs to complete accident reports
- CompCare On-Call faxes a Medical Provider Notice to the panel physician selected by the employee, to let the provider know, the employee is on the way for treatment. The notice includes the nurses triage notes, VMLIP billing information, and a work status form for the physician to complete, fax to VMLIP, and provide to the employee for their supervisor.
- CompCare On-Call will text care instructions, address and phone number of panel physician selected, and first fill prescription form to injured employees

Work Comp Medical First Report

1. To be completed by the treating physician - Please send completed forms to VML Insurance Programs - fax 800-273-4865
2. Please provide the patient with a copy of the completed form.
3. Patient, provide your supervisor with a copy of this form after treating.

Patient's Name: _____

Patient's Address: _____

Name of Employer: _____

Date of Accident or Illness: ____/____/____

Patients account of How Injury or Exposure Occurred: _____

Name of Medical Facility: _____

Date of Visit: ____/____/____ Arrival Time: _____ AM/PM Departure Time: _____ AM/PM

Diagnosis: _____

New Injury/Illness Existing Condition

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Recommended Work Status:

A) May return to full duty beginning: ____/____/____

B) May return to modified duty beginning: ____/____/____

- Recommendation based on:

_____personal review of functional job description

_____verbal description of job by employee/patient

_____verbal description of job by employer representative

_____other (describe:_____)

- The employee/patient is **medically able** to do the following activities:

▪ Does condition preclude travel to and from work Yes No

▪ Does condition preclude being at work Yes No

▪ Anticipate return to full duty beginning: ____/____/____

C) Unable to work at this time

▪ Anticipate return to modified duty beginning: ____/____/____

▪ Anticipate return to full duty beginning: ____/____/____

Physician's Comments (Please note any contributing factors, prior injuries and pre-existing conditions):

Follow-Up Appointment with: _____ Date: ____/____/____ Time: ____ AM/PM

To ensure payment, any follow-up care must be authorized by VML Insurance Programs

Physician/Clinician Name (please print): _____ Phone # _____

Physician/Clinician Signature: _____