

Workers' Compensation: What a Supervisor Needs to Know!

Prepared by the Office of Human Resources (OHR)

Please provide your employee with a copy of the Workers' Compensation Policy when a work-related injury occurs. The Workers' Compensation Policy location: [Compliance 360](#)

What is Workers' Compensation?

Workers' Compensation is a benefit for employees who sustain an on-the-job injury, incident or exposure. Benefits may include (but are not limited to) payment of medical bills, prescription drugs, mileage reimbursement, management fees and indemnity benefits (wages).

What should I do when my employee is injured on the job and needs medical treatment?

You should assess the injury to see if the employee needs medical treatment, and then determine whether the employee will need emergency or non-emergency treatment. If medical treatment is needed, your employee **MUST** call the Company Nurse Injury Hotline at **1-855-339-1893** to generate the Workers' Compensation claim. Please provide assistance as needed.

Can the employee seek medical treatment from their Primary Care Physician (PCP)?

No. The Company Nurse will refer the employee to the appropriate care facility. Our designated treatment facilities are: UAMS-Hospital ER, UAMS-Preventive Occupational and Environment Medicine Clinic (POEM), and the Regional Program clinics where applicable. If no Regional Program facility is available, the default resource is MCO Preferred Provider Organization (PPO) – view listing of the PPO's at www.usablemco.com/provider_directory/.

What paperwork needs to be completed because of the on-the-job injury?

Make sure your employee completes **Section A** of the *Employee/Student Injury and Incident Report (I & I)*. **NOTE:** This form **MUST be completed for all on-the-job injuries**. This form can be completed online at [UAMS Injury and Incident Report](#). The form can also be printed from the Occupational Health and Safety website - click [here](#) to access the form. If handwritten, please distribute as outlined at the bottom of the form. The employee will need to take this form to the designated treatment facility. The treating physician should complete **Section B** and **Section C** (if applicable) and return the form to the employee at the end of the visit.

Will my employee and I be required to complete or sign anything after calling Company Nurse?

Yes. The claim forms will automatically be generated after the phone call is made to the Company Nurse and then routed to OHR. Signatures are required by both the employee and the supervisor. OHR will send the claim forms to the department. **Signed forms should be returned to OHR via email at WorkersComp@uams.edu, or faxed to (501) 686-8872.**

Does Workers' Compensation cover an employee's time off for doctors' appointments?

No. Workers' Compensation does not pay time off for doctor visits nor does it pay for physical therapy visits. Make sure the employee follows the UAMS policy related to absenteeism for appointments. Workers' Compensation does pay mileage under some circumstances; therefore, the employee should track mileage for all appointments.

How does an employee get prescriptions filled for an on-the-job injury?

A **'Temporary Prescription Form' (TPF)** will be given to the injured employee, by the designated treatment facility as referred to by the Company Nurse for medical triage. If an employee is unable to obtain a TPF, please have the employee call OHR at (501) 686-5650 for additional assistance.

What if my employee needs a return visit to the doctor?

The initial visit to see a physician will be communicated by the Company Nurse Injury Hotline. Should the employee need additional treatment for the same injury, the employee must contact the employee's designated Claims Manager at Public Employee Claims Division (PECD) at (501) 371-2700 for treatment authorization.

What should I do when my employee misses time from work?

It is **crucial** that supervisors have an open line of communication with your employees, the employee with the assigned Claims Manager at PECD, and the supervisor with OHR. **This must happen!** Please call OHR for guidance when you have a potential lost-time injury. The employee **must** provide the supervisor with a written status report from the treating physician. **Supervisors must send this report to OHR via email at WorkersComp@uams.edu, or fax to (501) 686-8872.** It is the supervisor's responsibility to make sure written documentation is on file to cover all days absent for an injury.

Does FMLA and Workers' Compensation run concurrently?

Yes. Consequently, time missed due to an on-the-job injury will be deducted from the 12-week FMLA entitlement, when it's a "lost-time" situation. Follow the current FMLA process outlined for UAMS. Please review the *FMLA Policy, Administrative Guide 4.6.11*.

How do I pay the employee who is losing time from work?

At the onset of a claim, the employee will need to use his/her personal leave time (**in this order**--sick, holiday, vacation).

Will the employee receive notification of the claim status from the carrier (PECD) when a claim is received?

The employee will receive written notification only if the claim is denied or it is a lost-time claim (absent more than 7 days). Review the **Workers' Compensation Policy, Administrative Guide 4.1.08**.

How much does Workers' Compensation pay?

Workers' Compensation pays 66-2/3% of the employee's average weekly wage at the time of the injury/incident. Once compensability is established, the employee's department timekeeper and OHR will collaborate to determine what the employee needs to be paid by UAMS to supplement the bi-weekly Workers' Compensation payments. This supplemental payment will incur from the employee's accrued leave. OHR will send a memo to the supervisor, with a copy to the timekeeper, along with instructions concerning pay dates, pay periods, hours to be paid, and amount to be paid by both UAMS and Workers' Compensation.

What happens when an employee is released to return to work?

The employee should call the designated Claims Manager at Public Employee Claims Division (PECD), and the supervisor, to be placed back on the work schedule. OHR should also be notified of the employee's release to return to work. The department must be given written documentation of the release from the treating physician. **This document should be sent to OHR via email at WorkersComp@uams.edu, or faxed to (501) 686-8872.** The release may be to full duty or to limited duty; however, the process remains the same. The employee should be returned to the employee's regular job, with the same pay, shift, benefits, and work hours. Contact OHR at (501) 686-5650 with any additional questions or submit inquiries to WorkersComp@uams.edu.

What is the role of the UAMS Case Manager?

The case manager will monitor all lost-time cases and coordinate **ALL** return to work situations for employees released to modified (light) duty. The UAMS Case Manager is Donna Curtis and she may be contacted at (501) 603-1665.

Can I request a special training session for my department?

Yes. Please call (501) 686-5650 or send an email to WorkersComp@uams.edu.