

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 there is a work related injury. The Workers' Compensation policy location: [Compliance 360](#)

What is Workers' Compensation?

Workers' Compensation is a benefit for employee's 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 need medical treatment?

The employees' responsibility is to notify you of the injury/incident immediately. You should assess the injury to see if the employee needs medical treatment, then determine whether they will need emergency or non-emergency treatment. Your employee **MUST** call the Company Nurse Injury Hotline at **1-855-339-1893** to generate the Workers' Compensation claim. Please assist them if needed.

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

No! 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) at www.usablemco.com/provider_directory/.

What paperwork needs to be completed as a result of the on-the-job injury?

Make sure your employee completes **Section A** of the *Employee/Student Injury and Incident Report (I & I)*. 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 at [Occupational Health and Safety](#). If handwritten, please distribute as outlined at the bottom of the form. The employee will need to take this form to their appointment. 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. **This form MUST also be completed when no medical treatment is needed.**

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 Company Nurse and routed to OHR. Signatures are required of the employee and supervisor. OHR will send the claim forms to the department. **Signed forms should be returned to OHR via email at WorkersComp@uams.edu, fax (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 do they pay for physical therapy visits. Make sure the employee follows the UAMS policy related to absences for appointments. Workers' Compensation does pay mileage under some circumstances so the employee should track their mileage for all appointments.

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

A 'Temporary Prescription Form' (TPF) will be given to the injured employee, from the designated treatment facility, referred to by the Company Nurse for medical triage. If an employee is unable to obtain a TPF, please have the employee to call OHR at (501) 686-7083 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, they must contact their Claims Manager at Public Employee Claims Division (PECD), (501) 371-2700 for treatment authorization.

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

Supervisors, it is **crucial** that there is an open line of communication between you and your employee, the employee and their Claims Manager at PECD, along with you and 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, this report must be sent to OHR via email or fax.** It is your responsibility to make sure you have written documentation 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

- ⊙ Worked 1,250 hours in the past 12 months of the date the leave is initially requested.
 - > MUST be **actual** hours worked
 - > **Exception:** "Military" leave is counted as hours worked
 - > 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).

Before a claim is considered lost time, UAMS must receive an official ruling from the carrier as to whether a claim is accepted or denied. Secondly, there is a seven (7) day elimination period for Workers' Compensation, which means a claim isn't considered lost time until an employee has been off work more than seven calendar days, not including the day of injury.

Review the policy at <http://hr.uams.edu/policies/administrative-guide>

Once a claim is submitted as a potential lost time claim, the claims manager must request medical records from the providers in order to make a determination as to whether a claim meets the criteria for a compensable injury and whether the claimant has been off work long enough to be eligible for lost time wages (indemnity benefits). Once it has been established that a claim is compensable and the employee is due payments for lost time wages, a letter will be sent to the employee with details of their entitlement. The Office of Human Resources will receive a copy of that letter and will fax or email it to the department. Please note that Workers' Compensation payments come directly from the carrier. Supplemental payments to employee from UAMS will come in the normal form of payment.

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 their claims manager at Public Employee Claims Division (PECD); and their supervisor, to be placed back on the work schedule; and OHR to notify of their release. The department must be given written documentation of the release from their treating physician. **PLEASE fax or email this document to OHR.** The release may be to full duty or to limited duty; however, the process remains the same. The employee should be returned to their regular job, with the same pay, shift, benefits, and work hours. Contact OHR with any additional questions or submit inquiries to WorkersComp@uams.edu.

What is the role of the UAMS Case Manager?

- > Monitors lost time cases
- > Coordinates **ALL** return to work situations for employee's released to modified (light) duty
- > Liaison between the supervisor and medical doctor
- > Liason between UAMS and PECD
- > Answers questions regarding seeing physicians for WComp care
- > Answers questions related to the medical treatment of the employee

Can I request a special training session for my department?

Yes! Call (501) 686-7083 or send an email to WorkersComp@uams.edu

Who do I contact in OHR if I have a question about Workers' Compensation?

Primary: Connie Thorbs (501) 686-7083

Secondary: Charles Hunter (501) 603-1312

Email: WorkersComp@uams.edu

UAMS Case Manager: Donna Curtis (501) 603- 1665

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