

TELECOMPCAREPROGRAM

Workers Comp Procedure for Edustaff Employees

We are excited to launch a new TeleCompCare pilot program for handling ALL work-related injuries of Edustaff employees! The hope is that this program will streamline the process for all parties and ensure that injured employees have prompt access to trained medical providers for assessment and referrals.

How it works:

1. An Edustaff employee will report their injury to you, as always, and **they will need to be given a new TeleCompCare form.** This form includes the number they need to call, and the name and account number they need to provide to the triage nurse who answers their call.
2. There is no need to complete and forward to us a First Report of Injury, as that will be handled through the TeleCompCare phone call.
3. The Authorization for Treatment is now included on the new TeleCompCare form and the nurse on the call will direct them to a facility, if needed.

The only exception to this new process would be if our employee was so badly injured and/or unable to make the phone call themselves. In that rare instance, you would follow the standard worker's comp procedures as outlined below:

First Report of Injury: This form is two pages, and both need to be completed. It is vital that this form is filled out as completely as possible by both the school/location and the employee (if possible) and then sent to the Human Resources Office (either to humanresources@monroe.k12.mi.us or fax to 734-265-3021).

Authorization to Treat: The employee will need to take this form with them to the medical facility if they seek treatment after an injury has occurred. This form has our phone number and the basic info of our worker's comp carrier for billing/contact purposes. When this form is presented to the place of treatment, they'll know to set it up as a work comp billing claim.

Where to treat: Please send our employees to ProMedica 360 AFTER calling the Human Resources Office for authorization. WellNow is also an option if ProMedica 360 is closed. They should not go to their own personal doctor, chiropractor, nor the emergency room unless, of course, the injury dictates an ER visit.

Notification: We do not need to be notified immediately by phone from the employee or school location if the first report of injury is completed and sent to us as soon as possible. Please forward all medical bills, work notes, and any other medical paperwork to us if/when received.

If you have any questions on this procedure, please feel free to contact the Human Resources Office at 734-265-3020 or humanresources@monroe.k12.mi.us.

TeleCompCare® Workflow



Workplace Injury

Employee reports injury to supervisor.

If no treatment is requested and the claim simply needs to be reported:

- Report claim online via customer portal; or
- Call TCC phone # and select prompt 2 - employer needs policy # to use this option

Supervisor instructs employee to speak to nurse for care. Supervisor provides employee:

- TCC phone #
- TCC account #
- Employee calls triage and selects prompt 1
- If applicable, supervisor will direct employee to drug testing facility.



TeleCompCare Nurse Triage

866-323-4227

Policyholder Name: EDUSTAFF LLC

TCC Account Number: 100095



Self-Care

Triage nurse will provide self-care instructions to employee

Employee returns to normal working duties

Triage nurse will follow up with employee 24 hours to confirm symptoms improved



Face-to-face physician visit

Employee is transferred to an agent who assists in locating a provider

Employee is referred to the preferred occupational provider - notes from nurse triage sent to clinic

In provider panel states, employee will be instructed to follow up with their supervisor

Employee is transferred to agent to obtain additional information for claim creation



Telemedicine

Employee is transferred to an agent who can assist with telemedicine app download

Triage nurse notes are uploaded for physician to review while employee signs into telemedicine account

Employee completes telemedicine visit:

- Will receive a summary and return to work note via email
- If imaging tests or PT or DME is needed, an agent will contact the employee within one hour to coordinate

Triage nurse report is emailed to employer contact and AF Group

AF Group enters First Notice of Injury into claim system

AUTHORIZATION FOR TREATMENT

This form authorizes this facility to treat this Edustaff employee:

Send all billing info to: Accident Fund, PO Box 40790
Lansing, MI 48901

AFGroup.com

