



## **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.

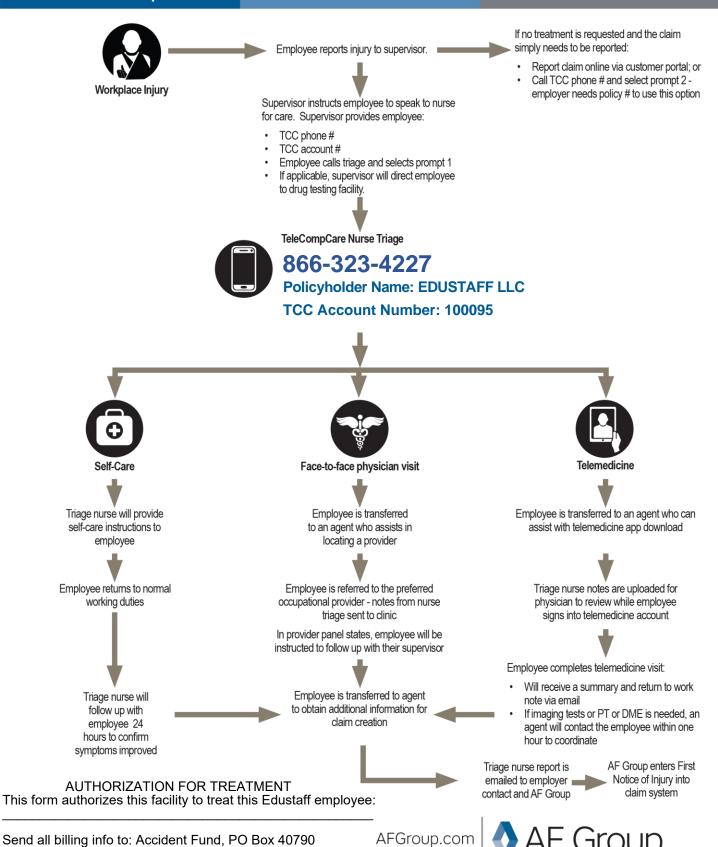
**Where to treat:** Please send our employees to ProMedica 360 AFTER calling the Human Resources Office for authorization. WellNow is also an option if ProMedica 360 is closed. They should not go to their own personal doctor, chiropractor, nor the emergency room unless, of course, the injury dictates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



AF Group (Lansing, Mich.) and its subsidiaries are a premier provider of innovative insurance solutions. Insurance policies may be issued by any of the following companies within AF Group: Accident Fund General Insurance Company, Accident Fund National Insurance Company, Company or CompVest Insurance Company. Third Coast Insurance Company or CompVest Insurance Company. United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group

Lansing, MI 48901

