



Workers' Compensation Overview for Clinicians

At AMN our focus on employee health and wellness means that we take workplace safety seriously. When an employee is injured on the job our goal is to help that employee restore their health and return to their usual work as quickly as possible. We care how you are doing. The purpose of this overview is to help you understand the workers' compensation process and assist you on the road to recovery.

Reporting a Work Related Injury, Illness or Exposure

It is critical that you immediately notify your supervisor of any injury, illness or exposure regardless of severity. The facility may require you to complete an incident report and comply with OSHA, infectious disease and other applicable internal protocols.

All on-the-job injuries, illnesses and disease exposures that require medical treatment **beyond minor first aid** must also be reported to the Company's workers' compensation administrator by calling **1-855-326-9722** – where assistance is available 24-hours-a-day, seven-days-a-week.

Be sure you file a report as soon as possible, preferably within 24 hours of the related incident. In filing a timely report and providing all information requested during the intake process you enable the Company and the administrator to support you in finding a healthcare provider, paying for related treatment and coordinating other benefits, including eligible lost wage benefits. Remember, completing the facility's paperwork does not open a claim for benefits under the Company's workers' compensation insurance. Nor does filing a claim with the Company satisfy the facility's incident reporting requirements. These are distinct reporting requirements that must be individually met.

What to Do After Filing a Report

The most important thing you can do to successfully navigate the workers' compensation process is to stay in touch with your treating healthcare provider, claim adjuster and your contacts at the Company. The workers' compensation process can be confusing so here are a few quick points you should keep in mind:

- Once your workers' compensation claim is opened you will receive a claim confirmation packet in the mail that includes several important forms that you must fill out and return as soon as possible. Without this paperwork your claim cannot be processed so it is important to complete and return the documents right away.
- If additional information is needed regarding your claim, a claim adjuster from the Company's workers compensation administrator may contact you. Be sure to provide all requested information to avoid delays in the handling of your claim, including timely payment of lost wage benefits.
- **You must fax the work status note from every visit to your treating healthcare provider to 1-866-894-2747.**
- You must also give your facility supervisor a copy of the work status note from your first visit. You must be released to full duty by your treating healthcare provider before you can be booked on a new assignment.
- The Company offers an active return-to-work program with temporary, modified duty available as permitted within the work restrictions identified by your treating provider. Every effort will be made to return you back to work as soon as medically possible. Please be aware that declining an offer of modified work may jeopardize your benefits.

Frequently Asked Questions

Who do I talk to about my claim for workers' compensation benefits?

The initial packet of information mailed to you from the workers' compensation administrator will include contact information for the claim adjuster assigned to manage your claim. It will also include a link to a website called "My GB Claim" where you can sign up to have direct, online access to information about your claim. With this web-based link, utilizing industry-standard password protection protocols you will be able to:

- Access information about payments made for eligible lost wages, mileage and for medical reimbursement.
- Access links to state-specific workers compensation information.
- Access a toll-free number for scheduling physical therapy, diagnostic, and pharmacy services.
- Print a Medical Awareness Card (MAC) that summarizes claim, PPO network and Rx service information.



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Frequently Asked Questions (continued)

Who do I talk to about my claim for workers' compensation benefits? (continued)

The initial claim packet also includes a link to your claim number and information on where to send any bills you may receive relating to treatment for your work-related injury. If you misplace or do not receive your initial packet of information, contact the workers' compensation administrator at 1-855-326-9722 where an operator can assist you.

Where can I go for treatment?

The company has established relationships with a network of clinics and providers located throughout the country. In some states injured workers are required to seek treatment within the network, whereas in other states the company is not permitted to direct care. For assistance finding a provider, contact the workers' compensation administrator at 1-855-326-9722.

What information should I give to my treating provider?

Inform your treating provider that you are seeking treatment for a work-related-injury and provide your claim number, and the billing address which is **Gallagher Bassett P.O. Box 23812, Tucson, AZ 85734 (CA claims, please use P.O. Box 22348, Tucson, AZ 85734)**

How do I get health care bills paid? If I receive a bill in the mail, what should I do with it?

It is critical that you give the billing information from your packet to your treating provider's billing office, so they do not bill you directly. If you receive a bill in error contact your provider and supply them with the billing information, which is: **Gallagher Bassett P.O. Box 23812, Tucson, AZ 85734 (CA claims, P.O. Box is 22348, Tucson, AZ 85734)**

How will my housing or housing subsidy be affected by losing time from work? Are there short hour penalties?

If you miss time from work or have temporary work restrictions due to your work related injury, the facility may not be able to accommodate your restrictions, and the contract assignment may be cancelled. If this occurs, you are allowed to remain in company housing 14 days after the last worked date has been determined, or 7 days after contract cancellation, whichever is later. If you miss time from work due to your work injury, short hour penalties may be waived as circumstances support such a waiver.

Are my other benefits affected by my lost time from work?

Yes, your benefits may be affected if your assignment is terminated. If you are receiving healthcare benefits through the company your healthcare benefits may terminate if you are unable to work. For questions regarding your benefits please call the Benefits department at 1-866-282-0300 extension 4256.

How do I fill in my timecard when missing work due to a workers' compensation claim?

On your time card you must enter "WC" on the days you miss due to your injury so that payroll can make any necessary adjustments. Additionally, remember to fax copies of all work status notes from your treating provider to 1-866-894-2747.

When can I go back to work?

A work status note from your treating provider releasing you back to full-duty is required before you can return to your normal work or accept another assignment from the company. If your treating physician returns you to modified work, we offer an active return-to-work program with temporary modified duty available within work restrictions.

A Note About Workers' Compensation Fraud

While the majority of participants in the workers' compensation system are honest, workers' compensation fraud is a serious concern. It is important that any potentially fraudulent activity relating to a workers' compensation claim be immediately reported to the Company's compliance hotline at **1-866-264-5474**. Workers' compensation fraud is a felony and the Company supports prosecution of fraud. The Company relies on you to help us to continue to make workers' compensation coverage accessible and affordable and we depend on you to identify and report any suspicious activities.