

Injury procedure *checklist*



6 steps to take

1. Medical care provided as soon as necessary

- Obtain prompt medical attention for the injured employee with a Preferred Medical Provider in your Managed Care Organization's (MCO) network.

2. Investigate the claim

- Obtain the appropriate incident report (general accident report or occupational disease report) completed by the employee in the employee's handwriting.
- Obtain the supervisor's investigation report or statement.
- Gather witness statements, if applicable.
- Review the claim for the "Common Warning Signs" (see supervisor procedure checklist).

3. Obtain medical documentation

- The medical documentation (such as the Ohio Bureau of Workers' Compensation (BWC) MEDCO-14) should provide a diagnosis, relationship to injury, and restrictions, if any. Your MCO can assist in securing proper documentation.

4. Certification vs non-certification

- Claim documentation should be reviewed to determine if as the employer, you are in agreement with the injury description and each condition listed, and then the claim may be certified. Continue to monitor this claim to ensure that only appropriate medical benefits and compensation are being paid. A valid reason for not-certifying a claim is needed. Rejecting a valid claim only delays recovery time and may increase your workers' compensation costs. If you believe the claim is invalid, information must be gathered to support rejection of the claim. If you are uncertain of your position or have questions about a claim, discuss with your Sedgwick account manager.

5. Determine if salary continuation is to be paid

- If the injured worker is unable to return to full or restricted duty within seven (7) calendar days, discuss the salary continuation program with the injured worker.
- Discuss salary continuation with your Sedgwick account team.
- Initiate payment of salary continuation. Payment of regular salary must continue from the date of injury.
- Obtain proof from payroll department of payment of salary over the time period of disability.
- Notify Sedgwick account manager of salary continuation. Fax Sedgwick a copy of the proof of initial payment of salary in injured worker's claim file in case BWC requires proof at a later date. Sedgwick will forward the information to BWC and verify receipt.

6. Return to work protocol

- Obtain a list of physical restrictions in writing from the physician if injured worker is unable to return to full duty (BWC Form MEDCO-14).
- Identify a position or tasks which meet physician's restrictions for the injured worker.
- Make a formal offer of transitional duty to employee, in writing, by certified mail.
- Notify Sedgwick when payment of salary continuation is terminated and/or when the injured worker returns to work.
- Maintain contact with the injured worker. Having regular communication with the injured worker is your opportunity to follow the progress of the treatment plan.
- In order to continue payment of salary continuation with the intent of returning the injured worker to some form of transitional duty or to move the employee from transitional duty to his regular position, you should request updated medical forms.