



WELCOME TO FIRST CALL 24/7 INJURY TRIAGE

Nurse Access Line: **855-778-6111**

Immediately after a work-related injury occurs, managers or supervisors should help injured employees access First Call 24/7 Injury Triage and Telehealth at **855-778-6111**. The injured employee will speak with a registered nurse who will evaluate the injury and determine next steps for medical needs. By addressing the injury when it first occurs, your employees receive quick and timely care that can decrease lost time from work and costly emergency room visits. **There is no additional charge for using First Call 24/7 Injury Triage.** Additional costs will only be incurred if the injured employee asks for or is directed to seek treatment with a medical provider through our telehealth offering or at a preferred provider location.

Injury Reporting

A report of injury must be submitted to MEMIC to begin the claim process. We recommend submitting claims online via our First Report of Injury (FROI) Portal at MEMIC.com/FROIportal or by phone at 800-636-4292.

Advantages of Telehealth

During the Injury Triage call, the injured employee may be advised to seek additional medical care. For many workplace injuries, immediate treatment can be provided via a virtual visit with a doctor, eliminating the need to schedule and attend an in-person appointment. That means no driving to a doctor's office, missed appointments, or delays in waiting rooms. With the advent of new technologies, patients and physicians have welcomed the convenience of a virtual visit as well as the added expediency of non-narcotic prescriptions and physical therapy scheduling.

Connecting injured employees with appropriate, quality care can help **prevent a minor injury from becoming complicated** and focuses attention on the wellness of your employees.

Resource Kit

As a MEMIC policyholder, you may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all employees are aware of First Call 24/7 Injury Triage and how to access it is key to successfully incorporate it into your injury and claim management process. This Resource Kit contains informational materials to share with your supervisors, managers, and injured employees.



MEMIC is proud to partner with CorVel to offer First Call 24/7 Injury Triage. This proactive service promptly connects your injured employees to a registered nurse, ensuring they are quickly evaluated and cared for in the event of a work-related injury.



If you have any questions about First Call 24/7 Injury Triage or Telehealth, email us at 247injurytriageinfo@memic.com.

MEMIC Pennsylvania



NOTICE TO ALL EMPLOYEES

If you sustain a compensable accident while at work, your employer has arranged for the payment of your medical care with your insurance payor. It is your responsibility to immediately report the injury to your supervisor.

IN CASE OF INJURY

Employer. An injured employee must select a treating provider from the employer's properly posted listing of medical providers. Treatment with this provider shall be for (90) days from the date of the first visit for the work related injury or illness. Injured employees may choose another provider of their choice, or select from the employer/insurer's list after the first (90) days of treatment. Emergency medical care does not require preapproval and should be secured at the nearest location. The employer may not direct the employee to any specific provider on the list. The employee may switch from one designated provider to another designated provider. If a particular specialty is not on the list and the specialty is reasonable and necessary for treatment of the work injury, the employee will be allowed to treat with a health care provider of his or her choosing. Employers that establish a Coordinated Care Organization shall include an adequate number and specialty distribution of licensed health care providers in order to assure appropriate and timely delivery of services required under the act and appropriate flexibility to workers in selecting providers. Services may be provided directly, through affiliates or through contractual referral arrangements with other health care providers.

If you suffer a work-related injury, your insurance payor will pay for reasonable and necessary surgical, and medical services, medication, supplies, orthopedic appliances and prosthesis, including training in their use. In order to ensure that your medical treatment will be paid for by your insurance payor, you may select from one of the medical providers listed below. If the injury is a medical emergency, ensure that the injured employee is transported to the nearest emergency treatment facility. If you need assistance making an appointment for medical treatment, you may search for additional network providers at www.corvel.com/ppo-lookup/ or by calling 888-667-8435. Your Panel of Physician is attached hereto. Please speak with your supervisor now if you have any questions.



Tunkhannock Area School District
Tunkhannock, PA 18657

Specialty	Name	Address	City	State	Zip	Phone
Urgent Care Ctr/ Occupational Med	Geisinger Convenient Care	809 Hunter Hwy	Tunkhannock	PA	18657	(570) 996-2790
Urgent Care Ctr/ Occupational Med	Guthrie Walk-In Clinic	5950 State Route 6	Tunkhannock	PA	18657	(570) 836-4294
Orthopedics	LVPG Orthopedics	334 Main St	Dickson City	PA	18519	(570) 307-1767
Neurology	Professional Neurological Associates	235 Main St, Ste 115	Dickson City	PA	18519	(570) 963-8803
General Surgery	Lehigh Valley Physician Group	300 Lackawanna Ave, Ste 200	Scranton	PA	18503	(570) 342-7864
Ophthalmology	Northeastern Eye Institute	304 W Tioga St	Tunkhannock	PA	18657	(570) 836-2224
Diagnostic, PT/OT, DME, & Translation & Transportation	Schedule through CareIQ, CorVel's Ancillary Network					866-866-1101
	For Pharmacy Questions please call (800) 563-8438					
	If you need assistance finding an appropriate provider, please contact your workers' compensation carrier, MEMIC, at 800-660-1306, to speak with your claims specialist. CorVel has made every effort to ensure the accuracy of this listing. However, changes may occur daily. We recommend you confirm with the healthcare provider, prior to receiving services, that he/she is currently participating with CorVel or one of CorVel's affiliate networks.					

**ELECTRONIC DATA
INTERCHANGE
First Report of Injury**

Transaction Title: (e.g. FROI)
Transaction Type: (e.g. Denial 04)

Jurisdictional Claim Number: (e.g. CLM-2012021312345)
Date Transaction Submitted to BWC: May 8 2012 01:30 PM

Employee Information

First Name:	Middle Name:
Last Name:	Last Name Suffix:
Employee ID:	ID Type:
Date of Birth:	Date of Death:
Number of Dependents:	Employee Marital Status Code:
Mailing City:	
Mailing State Code:	
Mailing Postal Code:	
Gender Code:	
Mailing Primary Address:	
Mailing Secondary Address:	
Mailing Country Code:	
Phone Number:	
Date Of Hire:	
Occupation Description:	

Claim Information

Jurisdiction Claim Number:	Jurisdiction:
Initial Date Disability Began:	Claim Type Code:
Type of Loss:	
Death Result of Injury Code:	
Claim Status Code:	
Late Reason Code:	
Accident Site County/Parish:	
Accident Site Postal Code:	
Initial Return to Work Date:	
Initial Date Last Day Worked:	
Physical Restrictions Indicator:	
Employment Status Code:	
Employer Paid Salary in Lieu of Compensation Indicator:	
Date Employer Had Knowledge of Date of Disability:	
Date Employer Had Knowledge of the Injury:	
Return to Work Type Code:	

Injury Information
Date of Injury:
Time of Injury:
Part of Body Injury Code:
Cause of Injury Code:
Nature of Injury Code:
Accident/Injury Description Narrative:

Denial Information
Full Denial Reason Code:
Denial Reason Narrative:

Insurer Information	
Insured Report Number:	Insured FEIN:
Insurer FEIN:	
Insured Name:	
Insured Type Code:	
Insurer Name:	

Claim Administrator Information
Claim Administrator Name:
Claim Administrator FEIN:
Claim Administrator Postal Code:
Claim Administrator Claim Number:
Claim Administrator City:
Claim Administrator State Code:
Claim Administrator Information/Attention Line:
Claim Administrator Primary Address:
Claim Administrator Secondary Address:
Claim Administrator County Code:

Employer Information
Name:
Employer FEIN:
Mailing Primary Address:
Mailing Secondary Address:
Mailing City:
Mailing Postal Code:
Mailing State Code:
Mailing Country Code:

Employer Information
Name:
Physical Primary Address:
Physical Secondary Address:
Physical City:
Physical Postal Code:
Physical Country Code:
Mailing Information/Attention Line:
Policy Number Identifier:
Contact Business Phone:

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer/Program

FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a work-related injury. First Call 24/7 Injury Triage is a service provided through MEMIC's trusted partner CorVel to help you get the best and fastest care for your injury.

IF I AM INJURED AT WORK, HOW DO I ACCESS FIRST CALL 24/7 INJURY TRIAGE?

Call 855-778-6111. You will be connected with a registered nurse who will ask a series of questions to evaluate your injury and determine your immediate medical needs.

WHAT QUESTIONS WILL THE TRIAGE NURSE ASK?

The nurse will start by asking for details about your injury, such as when and how it occurred. The nurse will then ask a series of questions to help determine the next steps for treating your injury. You will also be asked to provide necessary demographic information, such as your name and contact details.

WHAT HAPPENS AFTER I SPEAK WITH THE TRIAGE NURSE?

The nurse may recommend that you treat the injury yourself (self-care) or that you obtain further medical care, which may include scheduling an appointment with a physician either via telehealth or an in-person visit. A member of the triage team will assist you with coordinating and scheduling your physician visit, if needed.

WHAT HAPPENS IF I AM ADVISED TO TREAT MY INJURY WITH SELF-CARE?


If your injury is treatable without having to seek further medical care, the triage nurse will provide you with instructions for treating with self-care. The nurse will follow up with you in approximately 24 hours. You will also be provided with a call-back number should your symptoms worsen or you develop new symptoms.

WHAT HAPPENS IF I AM ADVISED TO OBTAIN FURTHER MEDICAL CARE?

If your injury is not treatable with self-care, the triage nurse will advise you to seek medical care from a provider. A member of the triage team will help you schedule an appointment with a physician either via telehealth or an in-person visit.

IF I USE THE FIRST CALL 24/7 INJURY TRiage SERVICE, DO I STILL NEED TO FILE A CLAIM WITH MEMIC?

Yes. First Call 24/7 Injury Triage is a medical assessment and treatment service only. Either you or your employer will need to submit your claim to MEMIC to ensure you get access to all your workers' compensation benefits.

 Go to memic.com/FROlportal to learn more and to set up your account today.

FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



(CONTINUED)

HOW IS TELEHEALTH OFFERED?

Telehealth is a virtual visit with a physician via a smartphone or computer with a webcam. All telehealth physicians are licensed and board certified. The triage team will help set up the telehealth visit and will remain on the call with you until you have successfully connected and are ready to meet with the physician. If you decide you do not want telehealth or you have trouble connecting, you will be immediately referred to a medical provider for an in-person visit.

WHAT IF THE TELEHEALTH VISIT RESULTS IN WORK RESTRICTIONS OR LIMITED ACTIVITIES?

If the telehealth provider prescribes work restrictions, they will provide you with a *work status* slip, either via the telehealth application or in an e-mail, for you to share with your employer.

HOW DO I CONTACT MY TELEHEALTH PROVIDER IF I HAVE QUESTIONS AFTER THE VISIT?

If you have any questions about your telehealth visit, please call **800-826-3882**.