

WORKERS' COMPENSATION INJURIES: PPOA Carve Out Claims Process





PPOA Carve Out Claim Process

Human Resources Department – Workers' Compensation Division

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- Today's Objectives
 - Understanding the claim process in the PPOA Carve Out
 - What you need to know about the Carve Out Process
 - Obtaining medical care effectively
 - Tips for managing work-related disabilities



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Carve Out Ombudserpson

Maria Mariotto: 415-932-6770 email: maria.m@mariottoresolutions.com

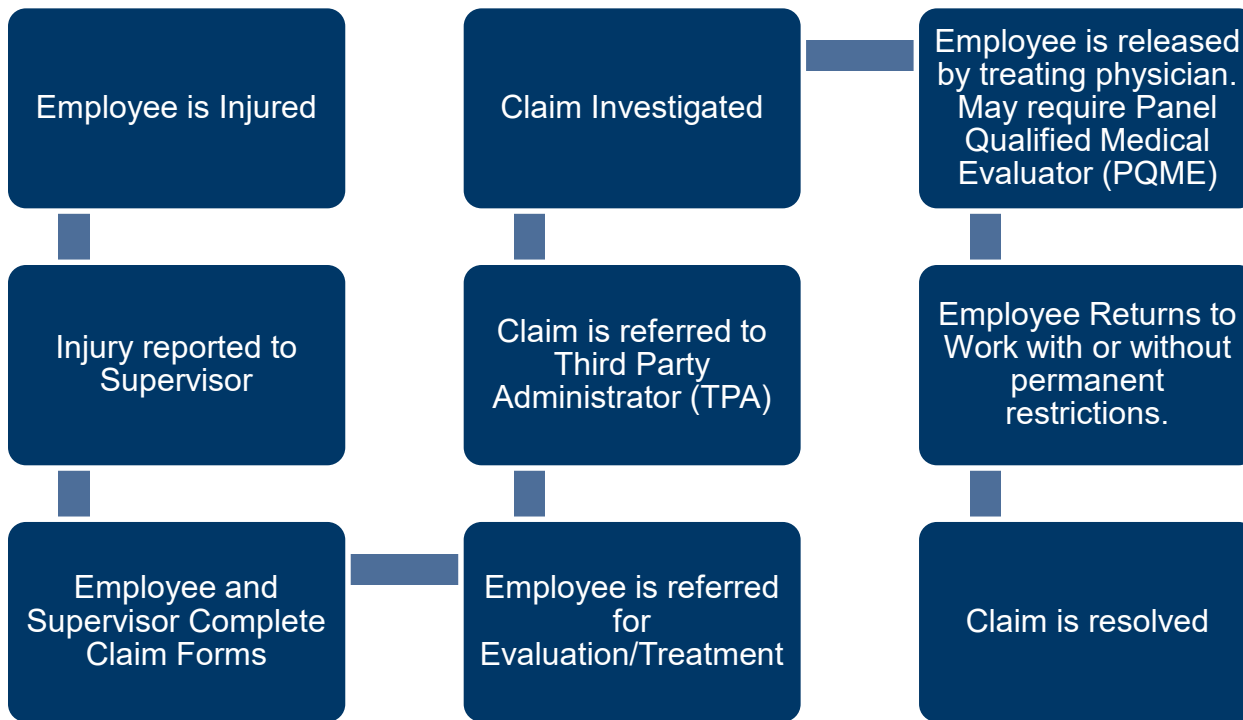
City's Workers' Compensation Staff

- **Claims Supervisor – Matthew Howard ext. 3989**
- **Claims Examiner (Last Names A- K) – Lucy Demirdjian ext. 4379**
- **Claims Examiner (Last Names L – Z) – Bonnie Yates ext. 4376**
- **Staff Assistant (General Office) – Hazel (Teresita) Aquino ext. 3744**
- **workerscompensation@cityofpasadena.net WC Dept #: 626-744-4362**



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Incident vs Injury

- Incident vs Injury – which is it? What is being reported?
- Employer obligation to provide a Claim Form (DWC 1)
- Injury as defined by Labor Code 3208

“Injury” includes any injury or disease arising out of the employment, including injuries to artificial members, dentures, hearing aids, eyeglasses and medical braces of all types; provided, however, that eyeglasses and hearing aids will not be replaced, repaired, or otherwise compensated for, unless injury to them is incident to an injury causing disability.



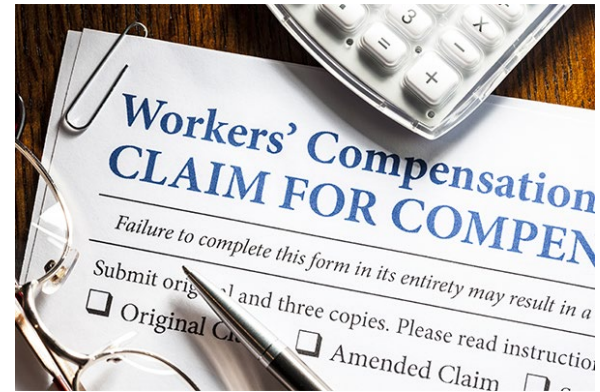
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What has not changed in the WC Claim Process?

How does an employee file a Workers' Compensation claim?

By informing their Supervisor of a work-related injury or illness.





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If an employee indicates that they **Do Not** need medical treatment and/or **Do Not** want to file a claim

- Supervisor should provide a copy of the claim form to the employee
- The Supervisor should complete the Injury/Illness/Incident Investigation Report
- The Supervisor should keep these documents on file in case the employee later decides they want to seek medical treatment and file a claim

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After the claim form is complete, what is MY Responsibility?

- Expect a call from Maria Mariotto. She is your advocate.
- Expect a call from the Examiner at AIMS. Please cooperate to ensure there are no delays to your claim.
- Provide copies of your work status to you supervisor after each medical appointment.



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What do I do if I am not getting better or if I am having issues getting treatment?

- Contact Maria immediately
- You can also contact the City's Workers' Compensation Team
- Discuss the issue with the Claims Examiner
- Contact the Workers' Compensation Supervisor



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What is the role of the Third Party Administrator?



- To set up all claims within 24 hours of receipt from the Department
- To investigate all claims to provide benefits appropriate to the injury claim.
 - The City has up to 90 days* to make a determination to accept or deny a claim. If the determination cannot be made to accept in 14, the claim may be delayed up to the 90th day from the date of injury



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Injured Worker First Fill Prescription Form



Instructions for Employers*

Please complete this section, or have the Injured Worker complete this section prior to going to the pharmacy for prescriptions.

*Last Name, First Name:	*Social Security Number:
*Date of Injury:	*Date of Birth:
*Employer Name: City of Pasadena	

*Required Information

Instructions for Injured Workers*

- 1 Present this form within **30 days** of the date you were injured.
- 2 Locate a participating pharmacy closest to you. For assistance use the following tools:
 - Call: **1.800.758.5779**
 - Visit: www.healthsystems.com/pharmacysearch
 - A sample listing of pharmacies is provided at the bottom of this form

If the pharmacy reports an issue/problem, contact **1.800.758.5779** immediately as Healthsystems may be able to resolve your issue.

*For new injuries only

Instructions for Pharmacists*

- The Pharmacy **must** call the Healthsystems Customer Service Center: **1.800.758.5779** (open 24/7)
- Indicate that this is a new workers' comp injury; do not process under an existing injury

Prescription Processing Information:

Transmit prescription using the following

Healthsystems Customer Service Center phone number: 1.800.758.5779 (press 1 for retail pharmacy option)		
BIN:	Carrier/Customer ID:	* Member ID: <small>(provided by Healthsystems CSC representative)</small>
012874	AIMS	

*Required Information

- Process using the Member ID # provided by Healthsystems

Healthsystems Pharmacy Network

Albertson's	Duane Reade	Kroger Pharmacy	Safeway Pharmacy	Walgreens
Aurora Pharmacy	Fred's Pharmacy	Long's Drug Store	Sam's Club	Wal-Mart
Bi-Lo Pharmacy	Giant Eagle	Medicap Pharmacy	Sav-On Drugs	Winn Dixie Pharmacy
Brooks Pharmacy	Giant Pharmacy	Meijer Pharmacy	Shoprite Pharmacy	
Carilion Pharmacies	HEB Pharmacy	Osco Drug	Stop & Shop	
Costco Pharmacy	Hy-Vee Pharmacy	Publix Pharmacy	Target	

The injured worker, in many states, has the free, full and absolute choice in the selection of a pharmacy or pharmacist. The above information is provided if the injured worker needs assistance in locating a pharmacy.