State of Tennessee and CorVel Corporation Partnership
Treasury’s vision is to bring 21st century practices and technology to the State’s workers’ compensation program, which includes changes in our philosophy, approach, services, and technology.

Treasury’s purpose is to deliver quality operational services to State employees, agencies, departments, and higher learning institutions by being responsive, providing exceptional customer service, and building and maintaining partnerships with the people we serve.

Treasury’s objective is to provide exceptional medical care and customer service to injured State employees.
Goals are:

• To make the program less adversarial for everyone involved in the process

• To improve communications and increase knowledge and trust in the overall workers compensation process

• To assist injured employees in the recovery process

• To educate employees on reporting an injury, seeking medical treatment, and communicating their medical status to their supervisor and HR personnel.
Focus on the reduction of the overall cost of the workers’ compensation program instead of focusing on the reduction of administrative costs.

Implemented a Pharmacy Benefits Manager/Cypress Care that generated first year savings of approximately $1,000,000. A mandated first fill of generics helped with driving these savings.

Early intervention of providing medical treatment to injured employee immediately and not waiting to determine if the claim was compensable.

Focusing on RTW strategies to assist with the recovery process and lowering TTD payments, medical expenses, and overall cost to the program.

Evaluation of the WC Program
Increase professional and technical services to assist HR personnel and the Treasury Department with properly managing claims.

- 24/7 Nurse Triage.
- Increased the number of claims adjusters.
- Reduced case loads to 125 for loss time adjusters.
- Establish a panel of physicians for initial treatment based upon zip code, and location of State facility.
CareMC provides state of the art technology which includes:

- Reporting System of Claims for HR personnel
- Implementing an HR Feed to interface with payroll systems which will generate wage statements, FMLA applications, and OSHA Reports.
- Reducing reporting lag time between employee, supervisor, HR, and TPA.
- Analyzing WC data to identify trends and to develop/improve safety and loss control programs (reports and dashboards).
Integrated Solutions to Deliver Savings

- Early Intervention
- Claims Management
- Cost Containment
Reduce Costly Lag Times

CorVel

Incident / Injury

Minutes/Hours

Incident Record

1-2 Days

Medical Management

Report Only

FNOL

Industry

Incident / Injury

2-14 Days

FNOL

CorVel

Reduce Costly Lag Times

Incident Record

1-2 Days

Medical Management

Report Only

FNOL

CorVel

Incident / Injury

2-14 Days

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Incident / Injury

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Incident / Injury
Workplace Injuries and Incidents

Employee and supervisor call Advocacy 24/7
First aid and/or medical care as appropriate
First Notice of Loss reporting via Advocacy 24/7, phone, or online (www.CareMC.com)
Advocacy 24/7

- Incident/Injury
  - Nurse Triage
    - First Aid
      - Self Care Advice
    - Next Day
      - Follow Up
  - Treatment Authorization
    - Provider
      - Channeling
    - Contact Medical
      - Provider
    - Next Day
      - Follow Up
Tailoring Your Program

Worksite Posters

Wallet Cards

Intranet postings
**Treatment Authorization and Return to Work**

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**CorVel Treatment Authorization | Pharmacy Guide**

**Employer:** Give both pages of this document to the injured employee to provide to the authorized treating physician.

**Employee/Company:** [Employer/Name]

**Employee:** The following provider/facility was selected from CorVel’s PPO provider network. It is your responsibility to schedule an appointment and confirm the location.

**Employee name:** [Employee Name]

**Date of Injury:** [Date/Of/Injury]

**Initial Treatment Provider/Facility:**

**Provider/Facility Name:** [Provider/Facility Name]

**Address:** 1956 Sawdelle Blvd Ste 240, Los Angeles, CA 90025

**Phone:** [213] 483-6495

**Call to Schedule Appointment:**

**Date:**

**Time:**

**CorVel Physician’s Report**

**Employer:** Take this form with you and have the treating physician complete the Physician section below.

**Employee name:** [Employee Name]

**Record ID:** [Record ID]

**Date of Injury:** [Date/Of/Injury]

**Diagnosis:**

For compliance, please complete this section and e-mail to injure@dorval.com or fax to 800.000.000. This document authorizes initial evaluation and treatment only, and payment for these services will be rendered without prior authorization.

**Diagnosis:**

A post-incident drug test (check one):

- [ ] Has been completed
- [ ] Has not been completed

**Restrictions:**

In accordance with this patient’s physical capability, check all that apply:

- [ ] May resume work immediately, no restrictions.
- [ ] May resume work immediately, with the following restrictions:
  - [ ] Sedentary work (sitting, occasional walking, standing, lifting less than 10 pounds)
  - [ ] Light work (lifting less than 20 pounds)
  - [ ] Medium work (lifting 50 pounds or less)
  - [ ] Limited hours: hours per day  __________  days per week __________
  - Other: __________
  - Repetitive motion restrictions (specific to hand/wrist injuries):
    - Frequency __________
      - Pre-Use __________
      - Occasional __________
      - Frequent __________
      - Constant __________
    - Left __________
    - Right __________
    - Patient is unable to return to work in any capacity.

**Return to Work/Nurse/Physician Appointment:**

Patient may return to work at full duty on:

- [ ] Date __________
- [ ] Time AM/PM

Projected date of attainment of Maximum Medical Improvement: __________

Patient has a return appointment on: __________

**Ancillary Services:**

Please call 800.000.111 if patient requires Physical Therapy, Imaging, DME, Transportation or Translation services.

**Physician Name:**

**Date:**

**Physician Signature:**
PPO Access
CorVel.com
CareMC
PPO Lookup App
What should I do if I’m injured on the job?

Call 911 for all emergencies that result in serious bodily injury, and seek treatment at the nearest emergency room.

You should notify your supervisor immediately.

You should tell your supervisor what happened, how it happened, who saw what happened, and if you were injured as a result of the accident.

If you are a witness to a work related accident where a fellow employee is injured and the involved employee cannot notify his or her supervisor, you should attempt to notify the supervisor for him or her.
What should I do if I’m injured on the Job?

You and your supervisor should call the Workplace Injury & First Notice of Loss Call Center at 1-866-245-8588.

By calling and selecting option#1, you (the injured employee) will speak with a 24/7 registered nurse to evaluate the nature of your injury and determine immediate care or treatment options. Your supervisor will only verify that you are reporting a work related injury to the registered nurse.

If no medical treatment is recommended, the registered nurse will document the call for you and your supervisor, and enter an incident report into the CareMC reporting system. No other action will be needed from you or your supervisor.
Option #1 - If 24/7 is contacted by you, the nurse will ask you for the following information that is required to create an INCIDENT:

a. Employee First and Last Name
b. Last 4 digits of the Social Security Number
c. Date of Birth
d. Date of Injury
e. Employer Location (the injured employee’s employer location/department). This can come from the supervisor as well if need be.
f. Supervisor name and contact # (comes from the supervisor)
g. Employee contact #
h. Nature of Injury
If the registered nurse recommends for you to seek immediate medical treatment, the nurse will direct you to the nearest State approved medical provider. Your supervisor will be responsible for completing the reporting process of the claim with CorVel.

Your supervisor shall call or send an email to their HR personnel with details about the accident.

To complete the reporting process the supervisor will call the First Notice of Loss hotline back at 1-866-245-8588, and select option#2. The First Notice of Loss Unit will ask the supervisor or HR personnel additional questions.
Option #2: If the FNOL Unit is contacted by your supervisor or HR personnel, the following information will be required to report a claim:

i. Full Social Security Number
j. Employee Address
k. Date of Hire
l. Date the employer was notified of the injury
m. Accident Description
n. Where did the injury occur?
o. Was the injury in the course and scope of employment?
p. Do you question the validity of the claim?
Option #3- If 24/7 is NOT contacted by the employee or supervisor, and a FNOL needs to be created, then ALL of the listed information (a – p) will need to be obtained and entered either manually into CareMC by the HR personnel or by calling 1-866-245-8588, and select option #2 before the FNOL can be submitted.

There are several other questions that will be asked, but at a minimum the listed information in the previous Powerpoint slides (a—p) will be required to complete the FNOL.
What to do when seeking Medical Treatment?

Upon arrival to the medical facility, you and/or your supervisor should notify the doctor's office that you were injured while performing your job duties.

A list of the approved panel of physicians from will be verbally provided to you by the 24/7 registered nurse.

The panel will also be available located in your break room and/or the Human Resources Office. You must choose a provider who is authorized in the state's workers' compensation network.
What to do when seeking Medical Treatment?

Follow up doctor’s and/or specialist appointments must be arranged by CorVel and NOT by the injured employee or supervisor. **Note: This does not apply in situations requiring immediate emergency-room treatment for serious or life-threatening injuries.**

If your initial visit is in an emergency room or a minor medical clinic and any follow up visits are needed, you must call the Human Resources Office prior to any follow up treatment and Human Resources will obtain a panel of providers for you to choose from. You will also need to go to Human Resources to sign the panel form. All doctors must be on the State’s approved physician’s list prior to follow up treatment.
Communicate Medical Status to Supervisor and HR

It is your responsibility to keep your supervisor and/or human resources department notified on a daily basis regarding your work status.

Explain what medical care is being prescribed and your current condition.

You should give copies of all the paperwork issued by the treating physician to the supervisor and/or human resources department stating when you can return to work, or if follow-up visits are ordered, or when physical therapy is needed.

All written medical documentation must be forwarded to Human Resources. Due to HIPAA compliance, ONLY Human Resources will store all medical records related to an employee on the job injury.
This presentation and webinar will be posted on the State of Tennessee Department of Treasury Website at Treasury.tn.gov.

E-mail the CorVel Account Manager, Jason Wheeler, at jason_wheeler@corvel.com.