

# State of Tennessee and CorVel Corporation Partnership



**CORVEL**



# Overview

Treasury's Vision

Evaluation of WC Program

About CorVel

Workplace Injuries and Incidents

Advocacy 24/7 Nurse Triage

Reporting Procedures

Seeking Medical Treatment



## Background

Treasury's vision is to bring 21<sup>st</sup> 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:



### Goals for the WC Program

- 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.

## Evaluation of the WC Program

- 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/CypressCare 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 WC Program- continued

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

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



Industry



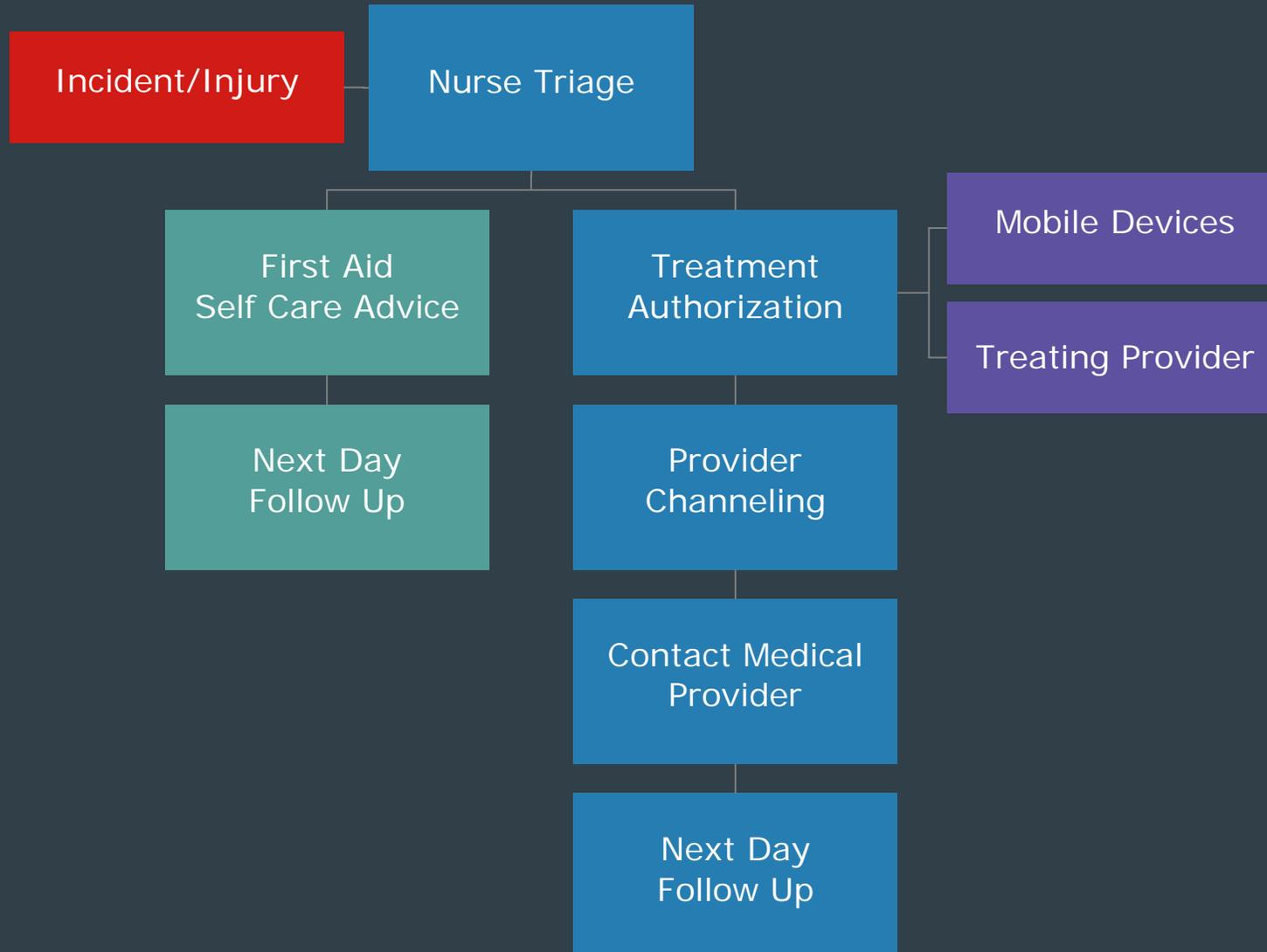
## Workplace Injuries and Incidents

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](http://www.CareMC.com))

# Advocacy 24/7



# Tailoring Your Program

Worksite Posters

Wallet Cards

Intranet postings



State of Tennessee's Workers  
Compensation Program



**Workplace Injury & First Notice of Loss  
Call Center**

**866-245-8588**

Employee and Supervisor select option 1 to speak to a registered nurse for immediate care.

Select option 2 for First Notice of Loss reporting.

Registered Nurses | Immediate Care | Bilingual Nurses Available

At anytime, you can call and speak with a registered nurse to evaluate the nature of your workplace incident and determine immediate care. All nurses specialize in occupational injuries and will ensure you get the care you need.

**Call 911 for Medical Emergencies**

**CORVEL**



**Workplace Injury Call Center**

**(866) 245-8588**

Employee and Supervisor select option 1 to speak to a registered nurse for immediate care.

Select option 2 for First Notice of Loss reporting.

**Call 911 for Medical Emergencies**

**CORVEL**

# Treatment Authorization and Return to Work

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

Employer/Company: [EmployerName]

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

Employee name: [EmployeeName] Record ID: [RecordID]

Date of injury: [DateOfInjury] Treating [TreatingPhysicianFac]

**INITIAL TREATMENT PROVIDER/FACILITY:**

Provider/Facility Name [Nicholas P Marsico]

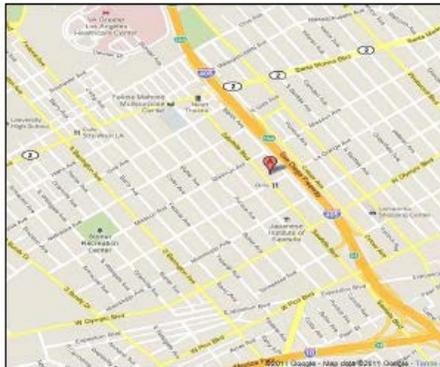
Address [1950 Sawtelle Blvd Ste 240, Los Angeles, CA 90025]

Phone [(310) 453-0489]

**CALL TO SCHEDULE APPOINTMENT:**

Date: \_\_\_\_\_

Time: \_\_\_\_\_



**PHARMACY:** Process all prescriptions online through CorVel's pharmacy program for this patient and DO NOT for the prescription. Call CorVel Pharmacy Solutions Help Desk at 800.563.8438 (8am – 11pm, M-F) for additional information. The Member ID is 9 digit social security number plus 8 digit date of injury.

**PARTICIPATING PHARMACIES\***

- |                       |                               |                             |
|-----------------------|-------------------------------|-----------------------------|
| CostCo Pharmacy       | Hy-Vee Inc                    | Smith's Food & Drug Centers |
| CVS                   | Kroger Pharmacy               | Stop & Shop Supermarket Co  |
| Dominik's Finer Foods | Medicine Shoppe International | Target Pharmacy             |
| Fred's Inc            | Meijer Pharmacies             | Walgreens Pharmacy          |
| Giant Eagle Pharmacy  | Publix Pharmacies             | Walmart Pharmacy            |
| Giant Food Stores LLC | Rite Aid Pharmacy             | Winn-Dixie Pharmacies       |
| H E Butt Drug Stores  | Shoprite Supermarkets Inc     |                             |



\*This is only a partial list of the over 70,000 participating pharmacies in the CorVel Network.

Call (800)563-8438 for additional locations.

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

Employee name: [EmployeeName] Record ID: [RecordID]

Date of injury: [DateOfInjury] Treating [TreatingPhysicianFac]

**PHYSICIAN:** For compliance, please complete this section and email to email@corvel.com or fax to 000.000.0000. This document authorizes initial evaluation and treatment only, and payment for these services will be rendered without prejudice.

**DIAGNOSIS:**

A post-accident 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 less than 50 pounds)
  - Limited hours: \_\_\_\_\_ hours per day  Limited days: \_\_\_\_\_ days per week
  - Other: \_\_\_\_\_
  - Repetitive motion restrictions (specific to hand/arm injuries): \_\_\_\_\_

**FREQUENCY**

	No Use	Occasional	Frequent	Constant
LEFT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RIGHT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Patient is unable to return to work in any capacity.

**RETURN TO WORK/MMI/NEXT APPOINTMENT:**

Patient may return to work at full duty on (date): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Projected date of attainment of Maximum Medical Improvement: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Patient has a return appointment on (date): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ at (time): \_\_\_\_\_ AM / PM

**ANCILLARY SERVICES:**

Please call (866) 866-1101 if patient requires Physical Therapy, Imaging, DME, Transportation or Translation services.

Physician Name: \_\_\_\_\_ Date: \_\_\_\_\_

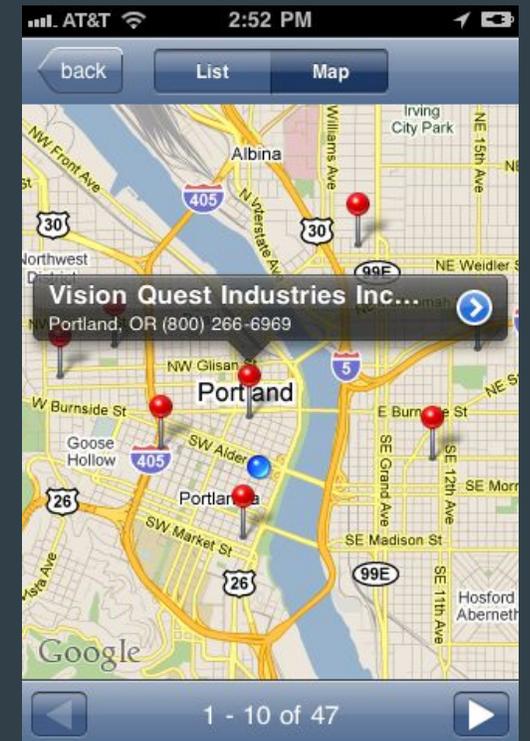
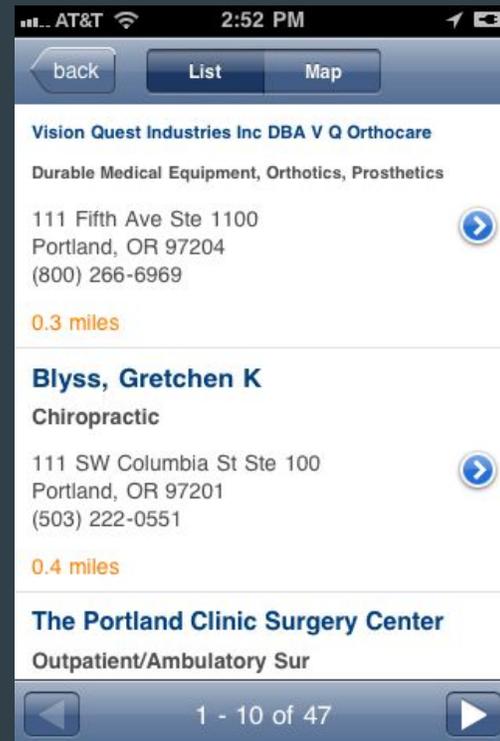
Physician Signature: \_\_\_\_\_

# PPO Access

CorVel.com

CareMC

PPO Lookup App



## Reporting Procedures

### 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.



## Reporting Procedures

# 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.

## Information Needed to Create an Incident

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

## Reporting Procedures Using Option#2

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.

Information  
Needed to  
Complete the  
First Notice of  
Loss - continued

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?



**FNOL  
Reporting via  
CareMC or by  
Telephone.**

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.



## Reporting Procedures

### 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.



## Reporting Procedures

### 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.



## Reporting Procedures

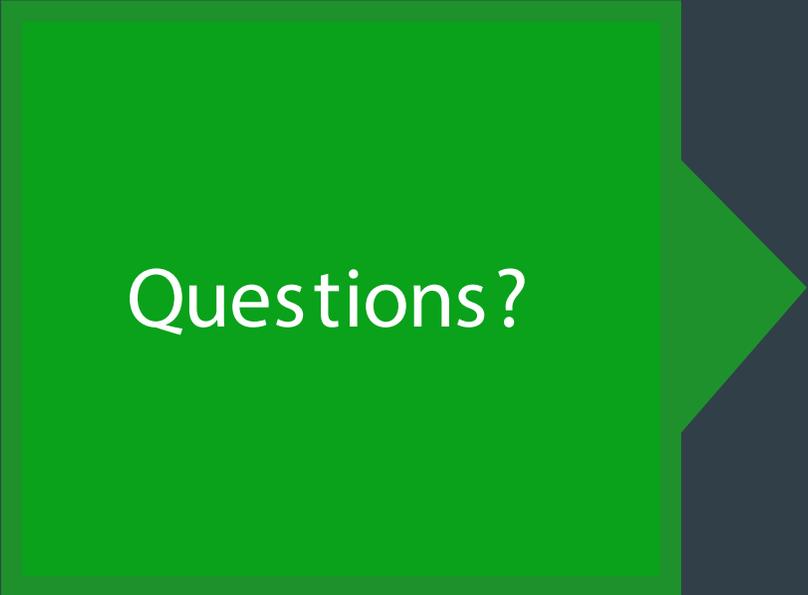
### Communicate Medical Status to Supervisor and HR

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 HIPPA compliance, ONLY Human Resources will store all medical records related to an employees on the job injury.



Questions?

This presentation and webinar will be posted on the  
State of Tennessee Department of Treasury  
Website at [Treasury.tn.gov](http://Treasury.tn.gov) .

E-mail the CorVel Account Manager, Jason Wheeler, at  
[jason\\_wheeler@corvel.com](mailto:jason_wheeler@corvel.com) .