

# Reporting an on the Job Injury or Illness

## TELEPHONE NUMBER FOR REPORTING INJURIES 1-800-455-2079

In the event of a job-related injury or illness, Amerisys staff will assist the injured employee in receiving prompt, quality and medically necessary care as well as maintaining the employee in an active work status, either in modified or transitional duty.

**What happens in the first 2-4 hours following a work-related accident, will determine overall success in both human (medical outcomes) and financial (claims cost) terms.**

Amerisys provides **24/7/365 claim reporting** through our **Triage Unit**. The role of the triage nurse is a key component of Amerisys's unique and proactive claim management program. At the time the claim is reported, the triage nurse will orient the employee to the workers' compensation system, demonstrate concern regarding the injured employee's well being, determine the level of medical care required and make the necessary medical referral. After the employee is directed for medical care, the claim will be assigned to the nurse case manager and adjuster team who will manage the claim to conclusion.

### What are the employer's responsibilities and what can be expected following an on the job injury or illness?

- In the case of a medical emergency, **call 911** and then immediately contact Amerisys at **1-800-455-2079** to report the claim.
- If the injury is not an emergency, the supervisor should immediately report the claim to Amerisys at **1-800-455-2079**. Whenever possible, please have the injured employee present with the supervisor when the claim is reported. The triage nurse will then be better able to assess medical needs and arrange for immediate medical treatment.

### “Patients First, Paperwork Later”

**The needs of your injured employees always come before the paperwork.**

Once Amerisys has taken care of the injured employee, the intake specialist will then collect the Florida First Report of Injury claim information. Upon completion of the initial tasks:

1. Assessing the employee's medical needs and;
2. Directing and facilitating the medical treatment

The following is the information needed to report an injury:

1. Four-digit location code. (See Below)
2. The employee's class title.
3. The employee's class code.
4. The injured worker's Social Security number.
5. The injured worker's home address, phone number and birth date.
6. The injured worker's employer, address, phone number and contact.
7. The date the employer had knowledge of the accident (injury or illness).
8. The location of the accident (injury or illness).  
(On premises, jobsite, in field, etc. Please include the address and county in which the accident occurred).
9. The date and time of the accident (injury or illness).
10. The description of the injury.  
(Describe the injury and the part of the body which is affected (example: laceration of the lower left arm).

The triage nurse will immediately transfer the case to the nurse case manager and adjuster team for continued handling.

The telephonic nurse case manager, following the clinician visit, will obtain the results of the initial medical encounter including diagnosis, treatment plan and any injury related restrictions. This information will be provided to the supervisor immediately after the clinician visit in order to support our stay at work strategy. Injured workers are generally instructed to return to work immediately following each visit. Please be prepared to speak with and collaborate with the telephonic nurse case manager regarding stay at work/return to work matters, such as transitional duty.

WORKER'S COMPENSATION - LOCATION CODES	EFFECTIVE JANUARY 1, 2016
1000 - EDUCATION	
1020 - BLIND SERVICES	
1021 - BLIND SERVICES OPS WORKERS	
1022 - BLIND SERVICES VOLUNTEERS	
1025 - VOCATIONAL REHABILITATION	
1026 - VOC REHAB OPS WORKERS	
1027 - VOC REHAB VOLUNTEERS	
1030 - STATE BOARD OF EDUCATION	
1031 - STATE BOARD OF ED OPS WORKERS	
1032 - STATE BOARD OF VOLUNTEERS	
1036 - VR-WIOA WORK EXPERIENCE	
1037 - DBS-WIOA WORK EXPERIENCE	
1040 - EARLY LEARNING SERVICES	
1099 - DOE PROPERTY LOCATIONS	