Safety Note #184

WORKERS COMPENSATION CLAIMS PROCESS

Safety Note 123 outlines the process for reporting a work-related injury or illness. After the employee has received first aid or medical care and the report of the injury has been sent on – either online through the Employers First Report web application, or a paper form faxed or e-mailed to ANR Human Resources, you may wonder, "what happens next?" Whether you are the injured employee, the supervisor, or office administrative staff, you may have an important role to play in helping manage the workers compensation process. This note describes the various UC ANR departments or partners that may contact the employee, supervisor, or administrative staff for follow-up information or action.

If the injury or illness requires medical care (other than first aid), a workers compensation claim will be initiated and the employees and supervisors may be contacted by one or more of the departments listed below. Understanding the roles each party plays and maintaining timely communication can help ensure proper treatment, make sure the claim is managed efficiently, reduce confusion, and return the employee to work as soon as possible.

ANR Risk & Safety Services – will contact the supervisor, employee, and/or the location's safety coordinator to investigate the injury/illness. The purpose of this investigation is to understand what was the cause of the injury/illness and if there are steps that could be taken to prevent similar injury/illness from occurring in the future. http://safety.ucanr.edu/Guidelines/Reporting_an_Injury/

ANR Human Resources (Staff or Academic Personnel) – will manage leave if the employee needs time off work due to a work related injury or illness. ANR HR will also coordinate the employee's return to work after injury/illness. This includes helping the supervisor review work status reports, any work limitations placed on the employee, and reviewing potential accommodations. HR Helpdesk: https://ucanrhelp.zendesk.com/hc/ or http://ucanr.edu/sites/ANRSPU/Supervisor_Resources/Leave_Management/

UC Davis Workers Compensation – will help manage Workers Compensation claims, beginning with providing the employee with a Workers Compensation claim form (form DWC-1), and a Medical Authorization for release of the employee's medical records. To protect privacy, an employee must agree to allow UC and its partners review their medical records, but the claim cannot be fully reviewed and acted upon without this information. http://safetyservices.ucdavis.edu/article/workers-compensation-resources

Sedgwick CMS – is UC's Third Party Administrator for workers compensation claims. A Sedgwick claims examiner may be assigned to investigate a workers compensation claim. Sedgwick is working on UC's behalf, so we should cooperate and provide the claims examiner with the information that they request about the case, including medical information. Depending on the nature of the claim, they may interview the employee, supervisor, or witnesses and review medical information. Based on investigation and records, Sedgwick recommends approval or denial of the claim. When a claim is accepted, Sedgwick monitors progress on the employee's medical care and return to work.

Employee – provide Medical Authorization for release of the medical records. Failure to sign and return this release can delay processing and evaluation of a claim. Provide work status reports to supervisor and discuss any restrictions on ability to work. Make and attend follow-up appointments as recommended by medical staff.

Supervisor and office manager or other administrative staff – receive work status reports from employee and provide copies to ANR HR. Review work status or restrictions with HR and determine accommodations. Supervisor should ensure that employee is adhering to work restrictions and avoid assigning tasks that would cause the employee to exceed restrictions.