



AmCares 24/7 Nurse Line:
Your First Step for Injured
Employees



To Speak with a Registered Nurse Regarding a
Work-Related Injury Call:

1-855-AMCARES
(855-262-2737)

Workers' Comp Policy #:
WWC3831791

Please note, callers are directed to press 1 to speak to a nurse to determine if treatment is needed and appropriate level of care. Option 2 may be selected if the injured workers has already sought care and call will transfer to AmTrust claims reporting.

Information	Instructions
<u>TO REPORT A WORK-RELATED INJURY OR ILLNESS CALL:</u> 1-855-262-2737 24 HOURS PER DAY/365 DAYS PER YEAR	If an employee sustains a work-related injury that is not life, limb or eyesight threatening, call the AmCares Nurse Triage service and speak with a nurse at: 1-855-AMCARES (855-262-2737) Workers' Comp Policy # WWC3831791 Please note, callers directed to press 1 to speak to a nurse to determine if treatment is needed and appropriate level of care. Option 2 selected if the injured worker has already sought care and call will transfer to claims reporting.
<u>INSTRUCTIONS FOR MANAGER REGARDING PROCESS WITH THE NURSE:</u>	• Provide a private and secure area for employee to speak with the nurse. • Inform the nurse of any language needs; bilingual nurses are available; Spanish and English. For other languages, the nurse will bring in an interpreter prior to speaking with the employee. • The nurse will ask questions to rule out an emergent situation. If the nurse does assess a life, limb or eyesight threatening situation, they may request assistance in getting Emergency Medical Services. • The nurse will complete an assessment and derive at a medical care or self-care disposition. • The nurse will ask the employee to place the manager back on the phone and will communicate instructions given to the employee.
<u>AFTER THE EMPLOYEE SPEAKS WITH THE NURSE:</u>	Once the employee has completed their call: • The manager will assist per company policy to ensure that the employee is able to follow the nurse's recommendation. • The manager will complete any internal reporting required per company policy.
<u>TO GET A PRESCRIPTION FILLED:</u>	If an employee needs to go for medical care, the nurse can offer to provide the phone number to the employee. Employee will have to provide the pharmacy with the below: Optum - RX Bin – 004261; RXPCN – CAL; Group FF; Help Desk: 866-599-5426
<u>MEDICAL BILLING AND CLAIM INFORMATION:</u>	Provide policy number. Mail: P.O. Box 89404, Cleveland, OH, 44101. Email: amtrustclaims@amtrustgroup.com. Fax: 678-258-8395. For Claim Questions, call 1-888-239-3909.

Guía de referencia para AmCares Nurse Triage

Información	Instrucciones
<u>PARA REPORTAR UNA LESIÓN O UNA ENFERMEDAD RELACIONADAS CON EL TRABAJO, LLAME AL:</u> 1-855-262-2737 TODO EL AÑO, LAS 24 HORAS DEL DÍA, LOS 7 DÍAS DE LA SEMANA.	Si un empleado sufrió una lesión relacionada con el trabajo y NO tiene riesgo de morir, perder una extremidad o la vista, llame a la línea de triaje de AmCares para comunicarse con una enfermera al: 1-855-AMCARES (855-262-2737) Policy Number # WWC3831791 Tenga en cuenta que quienes llamen serán dirigidos a presionar la opción 1 para comunicarse con una enfermera para determinar si atención médica es necesaria y el nivel adecuado. La opción 2 se debe seleccionar si el empleado lesionado ya ha buscado atención médica y la llamada será transferida a la línea de reclamos.
<u>INSTRUCCIONES PARA EL GERENTE SOBRE LA LLAMADA CON LA ENFERMERA:</u>	• Proporcione al empleado un área segura donde hablar con la enfermera. • Hágle saber a la enfermera si el empleado habla otro idioma. Hay enfermeras bilingües que hablan inglés y español. Para otros idiomas, la enfermera conseguirá un intérprete antes de hablar con el empleado. • La enfermera le hace preguntas para determinar si es una emergencia. Si, según su criterio, están en riesgo la vida, una extremidad o la vista, es posible que solicite asistencia para obtener servicios médicos de emergencia. • La enfermera completa una evaluación y determina si el empleado mismo puede tratar la lesión o si necesita atención médica. • Luego, le pide al empleado que vuelva a comunicarlo con el gerente, para explicarle las instrucciones que le acaba de dar.
<u>DESPUÉS DE QUE EL EMPLEADO HABLE CON LA ENFERMERA:</u>	Una vez que el empleado termina la llamada: • Siguiendo la política de la compañía, el gerente verifica si el empleado es capaz de cumplir con lo que le recomendó la enfermera. • El gerente redacta un informe interno, según lo exija la política de la compañía.
<u>PARA SURTIR UNA RECETA:</u>	Si el empleado necesita atención médica, la enfermera le ofrecerá darle el número de teléfono de uno. El empleado debe darle al personal de la farmacia lo siguiente: Optum - RX Bin – 004261; RXPCN – CAL; Group FF; Para asistencia: 866-599-5426
<u>INFORMACIÓN SOBRE RECLAMOS Y LA FACTURACIÓN DE LOS SERVICIOS MÉDICOS:</u>	Envíe todas las facturas a la siguiente dirección: P.O. Box 89404, Cleveland, OH, 44101. Por correo electrónico a: amtrustclaims@amtrustgroup.com . Fax: 678-258-8395 Si tiene preguntas sobre los reclamos, llame al: 1-888-239-3909

AmCares Tips & Tools

How long does a call take?

Calls usually take 25-30 minutes. The injured worker speaks to a registered nurse and then may transfer to a Care Coordinator to obtain information required to complete the Point of Injury report and provide information on local in-network facilities if treatment is needed. Certain questions are needed to ensure complete and accurate information for claims reporting. Calls may go over 30 minutes for language translation, multiple injuries, if caller has several questions, or a facility search is needed.

How do I ensure that the injured worker is seen on a timely basis if treatment is needed?

Please ensure that the injured worker presents to the recommended facility with the **WC policy number** and AmTrust billing address. The billing address is below:

AmTrust Financial
P.O. Box 94405
Cleveland, OH 44101

Why wasn't the Point of Injury report received after a call to triage?

- 1) **Caller may have selected to transfer to AmTrust claims reporting-** Immediately after calling triage 800 #, callers prompted to select:
 - **Option 1 to speak to a nurse** if the injured worker needs care OR
 - **Option 2 to report the claim if the injured worker has already received care.** If selected, call transfers directly to AmTrust claims reporting and no triage occurs, thus no Point of Injury report is generated.
- 2) **Check Junk Folder in email-** Emails from unknown senders may route to Junk Folder. To prevent going forward:
 - Launch Outlook and under the Home tab select Junk option.
 - Select Junk Email Options in drop down menu, select Safe Senders, add email WCCARports@genexservices.com and choose "Also trust email from my Contacts" and select Ok.
- 3) **Employer & location match-** Point of Injury reports are sent to the contacts listed on the AmCares set up form when a match is made for policyholder name and location. If the caller indicates they work for entity or address not listed in the set up, policyholder contacts may not receive the Point of Injury report to ensure it isn't sent to an incorrect contact and personal information is protected.

Where should I send questions on triage?

General questions on AmCares and requests to update Point of Injury recipients or policy locations may be sent to AmCaresNurseTriage@amtrustgroup.com.