

FREQUENTLY ASKED QUESTIONS:

Q1. My date of injury was before the implementation date, (May 1, 2014), do I call the Company Nurse Hotline or just complete the forms?

A1. If the injury has not been previously reported, call The Company Nurse Hotline. If the injury has been reported, complete the rest of the forms and take to UCA's Human Resource Office.

Q2. Should every workplace injury be reported to The Company Nurse Hotline?

A2. No, only when medical treatment is needed.

Q3. Will the Company Nurse Hotline provide general health care advice?

A3. No. This hotline is only for work-related injuries that need medical treatment.

Q4. I'm traveling out-of-town or out-of-state on University business and sustain an injury. Who do I call and where do I go for care? What doctor do I use when I return home?

A4. If traveling, the employee would notify the supervisor and call Company Nurse. If treatment is needed out of state or in another area, the employee will be directed for care. Once the employee returns from the trip, he/she can call PECD for a referral to a local doctor. Do not call company nurse.

Q5. If I fail to call The Company Nurse Hotline, but I have all my forms filled out, can't I just give my completed forms to HR?

A5. No, you should always call The Company Nurse Hotline first. They will complete the forms and send them to HR. You will need to review (and correct any errors) and sign the forms that are sent to HR.

Q6. Is the call confirmation number the same as the claim number?

A6. No, this is strictly a reference number. Public Employee Claims Division will assign the claim number later.

Q7. Is The Company Nurse Hotline my Workers' Compensation Insurance?

A7. No. The Company Nurse Hotline provides the initial injury triage, offers care advice and initiates the injury reporting process. Public Employee Claims Division (PECD) is responsible for our claims processing and administration.

Q8. What happens if the employee is on HOLD for an extended period of time waiting for The Company Nurse Hotline?

A8. The protocol is to answer every call – there is no voicemail. Calls are initially answered by an Injury Care Coordinator (ICC). During unexpected high volume time periods, the ICC will take a contact phone number, and The Company Nurse Hotline will return your call as soon as possible, typically within a few minutes. Average length of call is 8 – 12 minutes.

Q9. After the injured employee has been treated by a medical provider, does he/she need to call The Company Nurse Hotline back and update them with the treatment outcome and/or progress?

A9. No. Any updates on the employee's condition should be provided to their supervisor and UCA's Human Resource Office after treatment.

Q10. The Company Nurse recommended self-care for my injury. However, several days later I am not satisfied with the outcome of self-care and decide I want to see a doctor. What do I do?

A10. If the employee is not satisfied with self-care, he/she will need to call Company Nurse to obtain a referral to a doctor and let his/her supervisor know that treatment was requested.

Q11. If I don't call The Company Nurse Hotline the day of the injury, is that ok?

A11. It is preferable you call the day of the injury. They are open 24/7.

Q12. Can I report to my usual physician for medical care?

A12. It is recommended you see UCA Student Health Clinic or Conway Occumed if it is during their office hours.

UCA Student Health Clinic
UCA Campus
450-3136

Fall, Winter, Spring Hours

Mon – Fri: 8 am – 12 noon
1 pm – 5:00 pm

MedExpress
805 Oak Street
Conway, AR 72034 501-504-2329
Office Hours: Everyday 8:00 am to 8:00 pm

Summer Hours – Beginning around first week in May

Mon – Fri: 8 am – 12 noon
1 pm – 4:15 pm

After office hours, it is recommended you see PrimeCare Medical Clinic.

After 5:00 pm on weekdays and weekends:

PrimeCare Medical Clinic
1014 Harkrider St., Suite B
Conway, AR 72032 (501) 327-7100
Office Hours: Mon – Fri: 8 am – 8 pm
Saturday: 10 am – 5 pm
Sunday: 1 pm – 5 pm

Q13. What if I'm not satisfied with the physician selected for me by my employer? Can I choose another physician?

A13. Your employer should have a directory of MCO member physicians and hospitals. You do have the right to petition the Arkansas Workers' Compensation Commission for a one-time change of physician. However, you must choose a new physician who is listed in the MCO directory and the physician change request must be approved by the Workers' Compensation Commission in order for payment for the services to be guaranteed. It is recommended that you contact the WC Claims Analyst or WC Claims Specialist at the Public Employee Claims Division if you wish to pursue a change of physician request.

Q14. Is there another way I can have access to the directory of available physicians?

A14. Yes. The directory can also be accessed on-line by going to the website:

http://www.usablemco.com/provider_directory

Q15 In a non-emergency situation, if I fail to report an injury BEFORE seeking treatment what would happen?

A15 It may result in a denial of medical benefits until such time as you notify your employer of the accident.

Q16. If I go to Dr. Pastor at UCA Student Health before I call The Company Nurse Hotline, is that ok? Or should I always call The Company Nurse Hotline before going to any doctor (on campus or off)?

A16. The injured employee should call The Company Nurse Hotline if seeking any medical treatment (on campus or off).

Q17. If I don't want to have medical treatment, what do I do?

A17. If NO medical treatment is needed, complete only the Incident Report

<http://uca.edu/hr/files/2014/01/employeeincidentreport.pdf> and send to Human Resources to put on file. DO NOT call The Company Nurse Hotline and do not send the report to Public Employee Claims Division.

Q.18. WHAT IF IT IS A LIFE THREATENING EMERGENCY?

A.18. CALL 911 AND YOU WILL BE TRANSPORTED BY AMBULANCE TO CONWAY REGIONAL MEDICAL CENTER.

Q19. What if I'm unable to call the Injury Hotline (The Company Nurse Hotline)?

A19. Your supervisor will call for you.

Q20. I need a prescription. How does it get paid?

A20. You will be provided a "Temporary Prescription Form" to take to the pharmacy. There will be no charge for the prescription.

Q21. Who gives me the "Temporary Prescription Form"?

A21. Your supervisor, UCA's Student Health Clinic or Human Resources.

Q22. If my doctor gives me a prescription and I don't have the "Temporary Prescription Form", can I still get my prescription?

A22. Yes, you can but you may be obligated to pay for it. If that happens, bring the prescription receipt to Human Resources and they will submit to Public Employee Claims Division for reimbursement. The reimbursement is paid by check and mailed to your home address.

Q23. Where do I obtain prescription medication?

A23. You may fill prescription medication at your local pharmacy.

Q24. Do I need to get a particular brand of medication?

A24. Yes. Arkansas Workers' Compensation Commission rules require that generic brands should be used unless the treating physician provides sufficient justification for requiring brand name medication.

Q25. What if I am required to be on medication after my "healing period" has ended and my physician has approved for me to return to work? Will Workers' Compensation pay for that medicine?

A25. Even after your healing period and permanent benefits (if any) have ended, you may be entitled to reasonable and necessary maintenance medication and/or medical devices as determined by your physician.

Q26. Will I get paid for my time off work? If so, when will I start receiving payments?

A26. In general, there are two types of workers' compensation claims:

(1) "Medical Only" claims, which do not involve more than seven days of disability for which only medical benefits are required, and

(2) "Lost Time" claims for which either temporary total or temporary partial disability benefits are payable. A claim is not considered a "lost time" claim until after you have missed seven (7) days of work; if you are disabled for two (2) weeks or more, your compensation benefits become retroactive to the first date of your disability.

Q27. Will I get my full salary while I'm off work with a job-related injury?

A27. No. In most cases you will receive bi-weekly compensation payments in the amount of 66-2/3% of your average weekly wage, subject to the state maximum average weekly wage as determined by the Arkansas Workers' Compensation Commission.

Q28. Can I use my sick leave or vacation leave to make up the difference?

A28. Yes, you have the option of using your sick leave to make up the difference between what your salary was and what you are receiving from worker's compensation. Only the difference between 8 hours per day and the hours per day paid by Workers' Comp will be charged against your sick leave.

Q29. How long can I expect to receive Workers' Comp. Benefits?

A29. In general, you will receive medical, and in appropriate cases, temporary disability benefits as long as you remain in your healing period and are either partially or totally disabled from working due to work injury.

Q30. Who determines when I am ready to return to work?

A30. In most cases, your physician will determine when your healing period has ended, also referred to as "maximum medical improvement," and whether you have sustained any anatomical impairment warranting a period of additional compensation for any permanent disability. However, your employer may have a light duty program that will allow you to return to work in modified duty even during your healing period.

Q31. I have a problem from an old job injury that I haven't sought treatment for in several months or years. Do I call The Company Nurse Hotline?

A31. Yes, no matter the age of the injury, the employee would still report it to company nurse. In a case like this, she will make one referral to a doctor and then PECD will need to investigate to confirm it's related.

Q32. How do I contact the Arkansas Insurance Department Public Employee Claims Division?

A32. Address: 1200 West Third Street - Little Rock, AR 72201

Phone: Ask to speak to Rhonda Murphy or Tanya Hart (501) 371-2700- Little Rock, or (866) 278-8066 Toll Free

In Case of Workplace Injury: <http://uca.edu/hr/files/2014/04/nurseinjuryhotline.pdf>

Incident Report: <http://uca.edu/hr/files/2014/01/employeeincidentreport.pdf>

Mileage Form: http://www.insurance.arkansas.gov/PECD/mileage_form.doc

Health Care Notice for Employees Under Managed Care (Form H):
<http://www.awcc.state.ar.us/revisedforms/formh.pdf>

Worker's Compensation Instructions to Employers and Employees (Form P):
<http://www.awcc.state.ar.us/revisedforms/formp.pdf>

The Office of Human Resources is providing this information as a service to the campus community. This is a service that is continually under development. We will make every effort to keep this site current and to correct errors brought to our attention.

Workers' Compensation Information – Worker's Compensation for state employees is handled by the Public Employee Claim Division of the Arkansas Insurance Department.