

# Summary of Workers' Compensation Instructions

## If the employee indicates they DO need medical treatment:

### Life Threatening Emergency:

Call 911 and obtain medical care for the injured employee as soon as possible. The supervisor should call The Company Nurse Hotline at (855) 339-1893 (toll free number) to report the claim as soon as medical treatment is secured for the employee.

### Non-Life Threatening Emergency:

The employee (and the supervisor, if he or she is available), should call The Company Nurse Hotline at the toll free number (855) 339-1893 to report the injury (This service is available 24 hours/day 7 days/week). When calling The Company Nurse Hotline please have UCA's code number (QR116) that is printed on the wallet cards or posters available.

1. The injury information will be entered into a database and forms will be prepared by The Company Nurse Hotline. The injured employee (and/or supervisor, if available) will speak to a Registered Nurse (RN) who will triage the injury and direct the injured employee to receive care in an appropriate medical facility in the state's preferred provider organization (PPO). The medical facility will almost always be the Student Health Clinic on UCA campus.
  - a. If the injured employee is in need of a prescription due to the injury, they will receive a temporary prescription card from the Student Health Clinic or from the Leave Specialist in the HR Office
2. Within minutes of concluding the reporting phone call, the forms are e-mailed to Makenzi Burrow in Human Resources who is responsible for ensuring the Workers' Compensation forms are reviewed for accuracy and signed by the injured employee. The injured employee should call the Leave Specialist at 852-2562 to make arrangements to review documents within two days. Completed forms will be sent to the Public Employee Claims Division.
3. Any changes in the employee's work status after the initial reporting of the injury – such as, being taken off work, work restrictions, returning to work, etc. should be reported immediately by sending doctor's documentation to the Leave Specialist in Human Resources, 106 Wingo Hall or faxed to 450-5088.
4. If you have any questions regarding the claim please contact the WC Claims Analyst or WC Claims Specialist at the Public Employee Claims Division of the Arkansas Insurance Department at 501-371-2700 designated to handle the claim.
5. Injured employees are entitled to receive reimbursement for mileage for trips to and from medical treatment and to and from the pharmacy related to compensable workers' compensation claims. You can obtain the mileage reimbursement form by going to the link below or by contacting the Leave Specialist in HR.  
[http://www.aad.arkansas.gov/Websites/aad/files/Content/5945943/WC\\_Mileage\\_Reimbursement\\_Form.pdf](http://www.aad.arkansas.gov/Websites/aad/files/Content/5945943/WC_Mileage_Reimbursement_Form.pdf)

## If the employee indicates they do NOT need medical treatment:

1. Have the employee complete, sign and date an incident report:  
<http://uca.edu/hr/files/2014/01/employeeincidentreport.pdf>
2. Fax the completed incident report to the Leave Specialist in Human Resources at 450-5088 to keep on file.

If the employee later indicates they need medical treatment, call The Company Nurse Hotline at (855) 339-1893 for workers' compensation claims reporting and follow the steps above for reporting the injury.