

PACT

Public Agency Compensation Trust



SpecialtyHealth

SPECIALISTS IN MANAGED HEALTHCARE & PREVENTION

24/7/365 Telephonic Pre-Claim Triage

Supervisor Guidebook

Phone (844) 334-6472



What is 24/7/365?

- A dedicated workers' compensation injury triage service.
- Immediate access to a trained injury Triage Registered Nurse. Triage Nurses are trained in workers' compensation injuries, illnesses, and exposures.
- 24/7/365 is backed by a Board-Certified Emergency Room Physician Medical Director.

The Pre-Claim Triage Call Process: How it Works

Note that this service is for injured workers only who are injured at work, and should not be used for clients or customers of your organization. SpecialtyHealth's triage line provides triage suitable for most injuries, but is not a 911 system for life-threatening situations.

Always call 911 first for any potential life-threatening situations.

Potentially life-threatening situations include, but are not limited to:

- Choking
- Unconscious or disoriented
- Severe bleeding
- Off-balance, unable to walk
- Hot, dry skin
- Seizure or convulsions
- Difficulty breathing
- Chest pain or discomfort
- Profuse sweating
- Severe abdominal pain
- **Any other problem you feel may be an emergency!**

How it Works

Step 1: Injured worker informs the supervisor

Once an accident or injury occurs, the injured worker or witness will inform the supervisor of the injury, if possible. If the injured worker is not able to contact a supervisor, the injured worker should contact the Triage Nurse directly. If the injured worker is unable to contact a supervisor or the Triage Nurse, the injured worker should seek medical treatment at the nearest medical facility.

Step 2: Make the Call

The supervisor and injured worker should place the call together, dialing the 24/7/365's toll-free number **(844) 334-6472**. To be most beneficial, the call should be made as soon as possible, after the injury occurs. The *Incident Supervisor Checklist* should be completed to record the date and time of the call.

Callers will be connected to a Triage Nurse. In most cases, a Triage Nurse is available immediately with no waiting periods. However, in rare instances, a caller may have to wait for a few minutes due to high call volume. If this happens, the caller has the option to remain holding or leave a voicemail message. If a voicemail message is left, a Triage Nurse will return your call.

Callers will need to provide the following information:

- Supervisor's name
- Employer organization name
- Injured worker's name
- Type of injury
- Phone number with the area code and extension where the injured worker can be reached

NOTE: If the injury appears severe, call 911 immediately! DO NOT wait on hold for a Triage Nurse.

Step 3: Initiate the Triage Process

First, the supervisor will speak with the Triage Nurse who will answer the call and ask preliminary questions. Second, the Triage Nurse will ask to speak with the injured worker privately. Following specially-designed protocols, the Triage Nurse will determine the seriousness and nature of the injury, and recommend the best way to address it. If a translator is needed, the Triage Nurse can access interpreters to assist, with over 200 languages available.

Step 4: Receive Treatment Recommendations

If the injured worker can safely return to work, the Triage Nurse will provide self-care (first aid) instructions to the injured worker, which will be faxed or emailed to the injured worker and/or supervisor, after the call.

If the injured worker needs to be referred to an off-site SpecialtyHealth MCO (Managed Care Organization) medical facility for further evaluation or treatment and completion of Form C-4 Worker's Compensation Claim Form, the Triage Nurse will instruct the injured worker to go to a designated medical facility in the area, which has been pre-selected by SpecialtyHealth MCO and your organization.

After speaking to the injured worker, the Triage Nurse will speak with the supervisor again to explain any self-care (first aid) recommendations or confirm for off-site treatment. The supervisor will receive a call confirmation number which will be notated on the Incident Supervisor Checklist. This confirmation number validates the call was placed and allows the call to be tracked. Confirmation numbers will also be used for subsequent calls.

Upon call completion, the SpecialtyHealth MCO (Managed Care Organization) reporting system will send a custom incident report to the appropriate designated recipients.

NOTE:

- Injured workers are encouraged to call back with any questions, changes in condition, or concerns. SpecialtyHealth's telephone pre-claim triage line is available 24 hours a day, seven days a week.

Step 5: Complete Form C-1

Complete the Form C-1 Incident Report with the injured worker. If the employee is being referred to an offsite SpecialtyHealth MCO medical facility for further evaluation or treatment, he/she should confirm that the employee has a Workers' Compensation Insurance Card. (A copy of the Workers' Compensation Insurance Card is on the back of the First Fill Form)

If the injured worker is advised self-care, follow up with the injured worker as directed by the Triage Nurse. Advise injured worker that he/she will need to contact the Pre-Claim Triage Line, if the injury worsens. Provide a copy of the Form C-1, First Fill Form, and New Incident Supervisor Checklist to the injured worker. If the injured worker is advised to go to an offsite SpecialtyHealth MCO medical facility, the injured worker will need to bring all documents provided.

NOTE:

- Provide a copy of all forms to Human Resources or Workers' Compensation Coordinator.
- If the injured worker's injury worsens and he/she is advised to go to an offsite SpecialtyHealth MCO medical facility, the supervisor will be notified within 24 hours by Alternative Services Concepts (ASC).
- Triage Nurses do not authorize employee absences from work or modify restrictions.

Your PACT Workers' Compensation Team

PACT (Public Agency Compensation Trust): PACT is your employer's worker's compensation insurance company.

SpecialtyHealth: SpecialtyHealth is a Nevada licensed Managed Care Organization (MCO) that coordinates the 24/7/365 pre-claim triage service on PACT's behalf.

Alternative Service Concepts (ASC): ASC serves as PACT's worker's compensation claims administration (TPA).

Frequently Asked Questions

1. What is the average length of a call to SpecialtyHealth’s 24/7 Pre-Claim Triage Line?

The average call is 18-20 minutes, including the introductory recording.

2. How is your call center staffed?

The call center is staffed with Triage Registered Nurses 24 hours a day, 7 days a week, under the direction of a full-time Medical Director. The Triage Medical Director is Board Certified in Emergency Medicine.

3. Do your nurses speak any other language besides English?

If a language barrier exists, a translation service is quickly brought into the call. Over 200 languages are available.

4. If a referral recommendation is made to a designated medical facility, what information does the injured worker need to take with them?

The supervisor should provide the injured worker with a copy of the C-1 Incident Report and the First Fill Pharmacy form, a copy of the Supervisor Checklist, and ensure the injured worker has a Workers' Compensation Insurance Card. The Triage Nurse will automatically fax an injury alert form to the designated clinic prior to the injured worker's arrival.

5. What do we do if the injured worker is a minor?

Each organization should follow its own procedures for managing injured workers who are minors. SpecialtyHealth does not require parental consent for triage, but medical providers at off-site facilities may require parental consent before treating injured workers who are minors.

6. Are the calls recorded?

Calls are digitally recorded for quality assurance and to accurately document the facts of the injury. Callers are notified that the call is recorded and they consent to the recording by participating in the call.

7. Is the service available for non-work-related injuries?

No, you should follow your organization guidelines for non-work injuries.

8. Should we call SpecialtyHealth Pre-Claim Triage Line if a guest is injured at our location?

No, you should follow your organization guidelines if a guest is injured at your location.

9. Should I call SpecialtyHealth Pre-Claim Triage Line with billing, payment, insurance, or authorization questions?

No, SpecialtyHealth is not able to answer these types of questions. Please follow your organization guidelines.

10. How/When to Use the First Fill Form?

If the Triage Nurse refers the employee for medical treatment, the employer will fill out the First Fill Form, provide it to the employee, who will then provide the First Fill form to the treating physician to prescribe medication, if necessary.

11. Who is sponsoring the program?

The 24/7/365 program is sponsored by your employers worker's compensation insurance carrier, the Public Agency Compensation Trust (PACT). PACT may be contacted at (775) 885-7475