**Workers’ Compensation: Supervisor FAQ**

**What is workers’ compensation?**

Workers’ compensation is a benefit for employees who sustain an on-the-job injury, incident or exposure. Benefits may include but are not limited to payment of medical bills, prescription drugs, mileage reimbursement or income replacement.

**What should I do when my employee is injured on the job and need medical treatment?**

Your employee should immediately notify you and MUST call the **Company Nurse Injury Hotline** at **1-855-339-1893** to generate the workers’ compensation claim. Please assist them if needed.

**Can the employee seek medical treatment from their Primary Care Physician (PCP)?**

No, Company Nurse will refer the employee to the appropriate care facility. Our designated treatment facility is **UALR Health Services**.

**Will my employee or I be required to complete or sign anything after calling Company Nurse?**

Yes, the claim forms will automatically be generated after the phone call is made to Company Nurse and routed to the Department of Human Resources. Signatures are required of the employee and supervisor. The Department of Human Resources will send the forms to your department and signed forms should be returned to Human Resources within 48 hours of the incident/injury.

**Does Workers’ Compensation cover an employee’s time off for doctors’ appointments?**

No, workers’ compensation does not compensate employees for doctor visits or physical therapy visits. Workers’ compensation does pay mileage under some circumstances so the employee should track their mileage for all appointments.

**How does an employee get prescriptions filled for their on-the-job injury?**

A Temporary Prescription Form (TPF) **MUST** be completed and signed by UALR Health Services or the Department of Human Resources; the original form is given to the employee to take to the pharmacy.

**What if my employee needs a return visit to the doctor?**

The initial visit to see a physician will be given by The Company Nurse Injury Hotline. Should the employee need additional treatment for the same injury, they need to contact their Claims Manager at Public Employee Claims Division (PECD), (501) 371-2700 for treatment authorization.

**What should I do when my employee misses time from work?**

It is crucial that there is an open line of communication between you and your employee, the employee and their Claims Manager at PECD, along with you and the Department of Human Resources. Please call Human Resources to advise that you have a potential lost time injury. The employee must provide the supervisor and Human Resources with a written status report from the treating physician.

**Does FMLA and Workers’ Compensation run concurrently?**

Yes, time missed due to an on the job injury will be deducted from the 12-week FMLA entitlement when it’s a “lost time” situation.

**How do I pay the employee who is losing time from work?**

For the first 7 days missed, the employee will need to use his/her personal leave time.

**Will the employee receive notification of the claim status from the Carrier (PECD) when a claim is received?**

The employee will receive written notification only if the claim is denied or it is a lost time claim (absent more than 7 days). Before a claim is considered lost time, UALR must receive an official ruling from the PECD as to whether a claim is accepted or denied. Secondly, there is a seven (7) day elimination period for workers‟ compensation which means that a claim isn’t considered lost time until an employee has been off work more than seven calendar days, not including the day of injury.

Once a claim is submitted as a potential lost time claim, the claims manager must request medical records from the providers in order to make a determination as to whether a claim meets the criteria for a compensable injury and whether the claimant has been off work long enough to be eligible for lost time wages. Once it has been established that a claim is compensable and the employee is due payments for lost time wages, a letter will be sent to the employee with details of their entitlement. The Department of Human Resources will receive a copy of that letter. Please note that workers’ compensation payments come directly from the PECD. Supplemental payments to employee from UALR will come in the normal form of payment.

**How much does workers’ compensation pay?**

Workers’ compensation pays 66 and 2/3% of the employee’s average weekly wage at the time of the injury/incident. If the employee request to supplement the bi-weekly workers’ compensation payment, the employee will need to contact the Payroll Office.

**What happens when an employee is released to return to work?**

The employee should notify their claims manager at Public Employee Claims Division (PECD) and Human Resources of the release to return to work. The employee should also call their supervisor to be placed back on the work schedule. The Department of Human Resources **MUST** be given written documentation of the release from their treating physician. The release may be to full duty or to limited duty; however, the process remains the same. If the employee is released with restrictions or limited duties, the employee’s supervisor should contact the Department of Human Resources immediately.

**Can I request a special training session for my department?**

Yes, contact LaTonda Williams at (501) 569-3180 or lwdavis@ualr.edu.