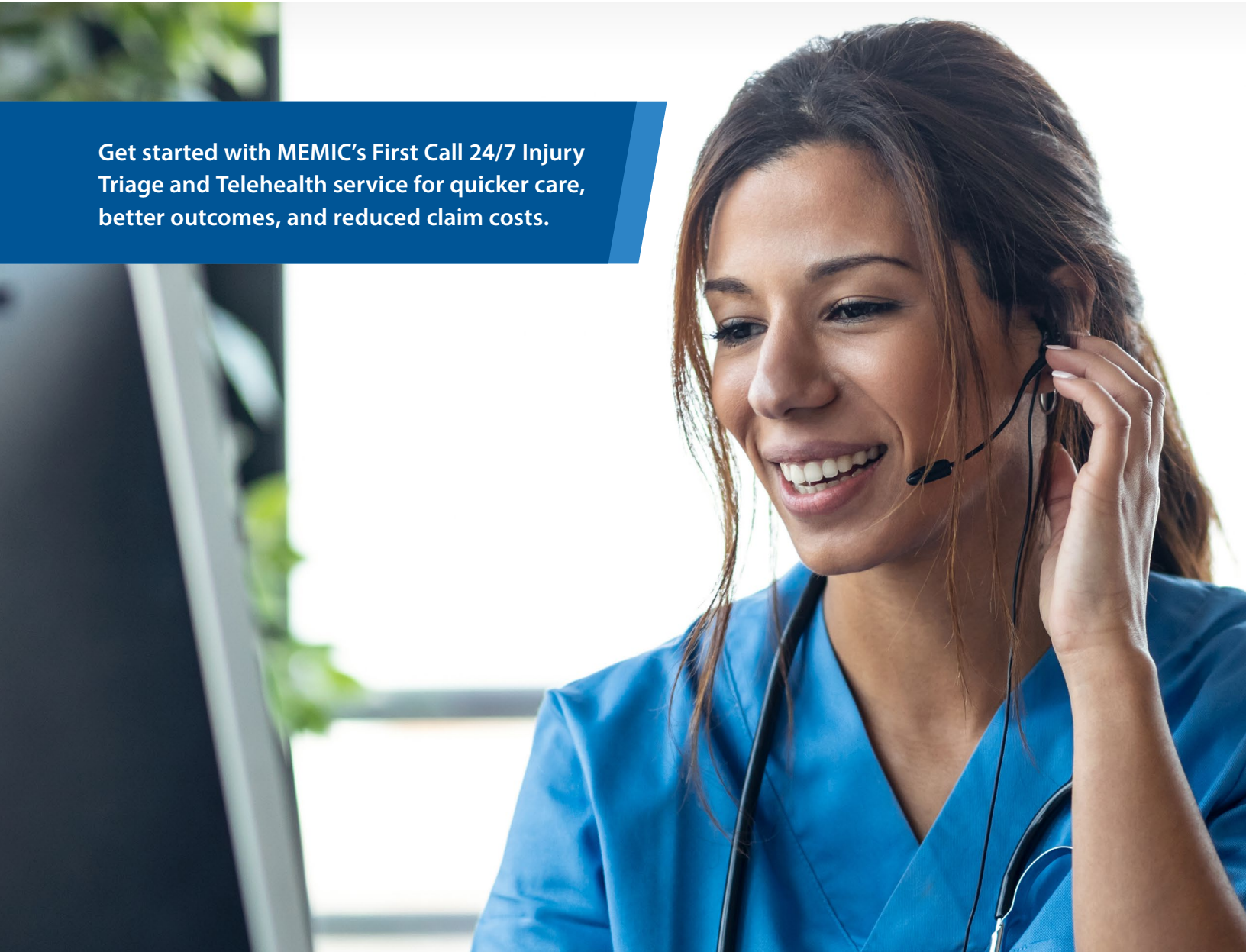




RESOURCE KIT

Get started with MEMIC's First Call 24/7 Injury Triage and Telehealth service for quicker care, better outcomes, and reduced claim costs.



First Call 24/7 Injury Triage and Telehealth is provided through MEMIC's trusted partner CorVel.





WELCOME TO FIRST CALL 24/7 INJURY TRIAGE

Nurse Access Line: **855-778-6111**

Immediately after a work-related injury occurs, managers or supervisors should help injured employees access First Call 24/7 Injury Triage and Telehealth at **855-778-6111**. The injured employee will speak with a registered nurse who will evaluate the injury and determine next steps for medical needs. By addressing the injury when it first occurs, your employees receive quick and timely care that can decrease lost time from work and costly emergency room visits. **There is no additional charge for using First Call 24/7 Injury Triage.** Additional costs will only be incurred if the injured employee asks for or is directed to seek treatment with a medical provider through our telehealth offering or at a preferred provider location.

Injury Reporting

A report of injury must be submitted to MEMIC to begin the claim process. We recommend submitting claims online via our First Report of Injury (FROI) Portal at MEMIC.com/FROIportal or by phone at 800-636-4292.

Advantages of Telehealth

During the Injury Triage call, the injured employee may be advised to seek additional medical care. For many workplace injuries, immediate treatment can be provided via a virtual visit with a doctor, eliminating the need to schedule and attend an in-person appointment. That means no driving to a doctor's office, missed appointments, or delays in waiting rooms. With the advent of new technologies, patients and physicians have welcomed the convenience of a virtual visit as well as the added expediency of non-narcotic prescriptions and physical therapy scheduling.

Connecting injured employees with appropriate, quality care can help **prevent a minor injury from becoming complicated** and focuses attention on the wellness of your employees.

Resource Kit

As a MEMIC policyholder, you may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all employees are aware of First Call 24/7 Injury Triage and how to access it is key to successfully incorporate it into your injury and claim management process. This Resource Kit contains informational materials to share with your supervisors, managers, and injured employees.



MEMIC is proud to partner with CorVel to offer First Call 24/7 Injury Triage.

This proactive service promptly connects your injured employees to a registered nurse, ensuring they are quickly evaluated and cared for in the event of a work-related injury.



If you have any questions about First Call 24/7 Injury Triage or Telehealth, email us at 247injurytriageinfo@memic.com.

GET STARTED WITH FIRST CALL 24/7 INJURY TRIAGE

MEMIC policyholders may use First Call 24/7 Injury Triage for any non-emergency work-related injury, at any time. Ensuring all those in your organization are aware of the service and how to access it is key to successfully incorporating it into your injury and claim management process.



STEP 1 | SUPERVISOR AND MANAGER NOTIFICATION

Notify anyone responsible for reporting and managing work-related injuries to contact First Call 24/7 Injury Triage *as soon as an injury occurs*.

Be sure to notify supervisors and managers for all shifts and in all locations. Prominently display the Injured Worker Poster with the nurse access line and your MEMIC policy number.

- ▶ [How First Call 24/7 Injury Triage Works](#)
- ▶ [First Call 24/7 Injury Triage Injured Employee Poster](#)



STEP 2 | INJURED EMPLOYEE NOTIFICATION

If an employee is injured, instruct them to contact their supervisor or to call the First Call 24/7 Injury Triage nurse access line directly at **855-778-6111**.

Provide them with the FAQ for Injured Employees document.

- ▶ [Frequently Asked Questions for Injured Employees](#)



STEP 3 | CLAIM MANAGEMENT

Report the injury to MEMIC to begin the claim process. Our First Report of Injury (FROI) Portal is the easiest, most secure way to submit a claim to MEMIC. Anybody who reports or manages work-related injuries should pre-register in the FROI Portal *before an injury occurs*.

🌐 [Go to **memic.com/FROIportal**](https://memic.com/FROIportal) to learn more and set up your account today.

MEDICAL SUMMARY REPORTS

MEMIC's First Call 24/7 Injury Triage service is provided by our trusted partner CorVel. In the event an employee is injured and utilizes First Call 24/7 Injury Triage, MEMIC will receive a medical summary report from CorVel. A copy of the report can be obtained if an e-mail address is provided.



For questions about MEMIC's First Call 24/7 Injury Triage, email 247injurytriageinfo@memic.com.



INJURED WHILE WORKING?

CALL 855-778-6111



Immediately after a work-related injury, call toll-free to speak with a registered nurse who will evaluate your incident and determine care.

Our nurses specialize in occupational injuries and will provide you with a follow-up care plan specific to your needs.

Your MEMIC Policy Number:

CALL 911 FOR MEDICAL EMERGENCIES

MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a workplace injury. First Call 24/7 Injury Triage is provided through our trusted partner CorVel.

MEMIC

FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



MEMIC is your employer's choice for workers' compensation coverage to pay for the cost of medical treatment and lost wages as a result of a work-related injury. First Call 24/7 Injury Triage is a service provided through MEMIC's trusted partner CorVel to help you get the best and fastest care for your injury.

IF I AM INJURED AT WORK, HOW DO I ACCESS FIRST CALL 24/7 INJURY TRIAGE?

Call 855-778-6111. You will be connected with a registered nurse who will ask a series of questions to evaluate your injury and determine your immediate medical needs.

WHAT QUESTIONS WILL THE TRIAGE NURSE ASK?

The nurse will start by asking for details about your injury, such as when and how it occurred. The nurse will then ask a series of questions to help determine the next steps for treating your injury. You will also be asked to provide necessary demographic information, such as your name and contact details.

WHAT HAPPENS AFTER I SPEAK WITH THE TRIAGE NURSE?

The nurse may recommend that you treat the injury yourself (self-care) or that you obtain further medical care, which may include scheduling an appointment with a physician either via telehealth or an in-person visit. A member of the triage team will assist you with coordinating and scheduling your physician visit, if needed.

WHAT HAPPENS IF I AM ADVISED TO TREAT MY INJURY WITH SELF-CARE?

If your injury is treatable without having to seek further medical care, the triage nurse will provide you with instructions for treating with self-care. The nurse will follow up with you in approximately 24 hours. You will also be provided with a call-back number should your symptoms worsen or you develop new symptoms.

WHAT HAPPENS IF I AM ADVISED TO OBTAIN FURTHER MEDICAL CARE?

If your injury is not treatable with self-care, the triage nurse will advise you to seek medical care from a provider. A member of the triage team will help you schedule an appointment with a physician either via telehealth or an in-person visit.

IF I USE THE FIRST CALL 24/7 INJURY TRIAGE SERVICE, DO I STILL NEED TO FILE A CLAIM WITH MEMIC?

Yes. First Call 24/7 Injury Triage is a medical assessment and treatment service only. Either you or your employer will need to submit your claim to MEMIC to ensure you get access to all your workers' compensation benefits.

 Go to memic.com/FROIportal to learn more and to set up your account today.



FREQUENTLY ASKED QUESTIONS FOR INJURED EMPLOYEES



(CONTINUED)

HOW IS TELEHEALTH OFFERED?

Telehealth is a virtual visit with a physician via a smartphone or computer with a webcam. All telehealth physicians are licensed and board certified. The triage team will help set up the telehealth visit and will remain on the call with you until you have successfully connected and are ready to meet with the physician. If you decide you do not want telehealth or you have trouble connecting, you will be immediately referred to a medical provider for an in-person visit.

WHAT IF THE TELEHEALTH VISIT RESULTS IN WORK RESTRICTIONS OR LIMITED ACTIVITIES?

If the telehealth provider prescribes work restrictions, they will provide you with a *work status* slip, either via the telehealth application or in an e-mail, for you to share with your employer.

HOW DO I CONTACT MY TELEHEALTH PROVIDER IF I HAVE QUESTIONS AFTER THE VISIT?

If you have any questions about your telehealth visit, please call **800-826-3882**.

HOW FIRST CALL 24/7 INJURY TRIAGE WORKS

Providing immediate access to quality care improves outcomes for injured workers and reduces costs for all involved. MEMIC's First Call 24/7 Injury Triage solution, through our trusted partner CorVel, provides prompt and complete care for injured workers who speak directly with a registered nurse within minutes of their incident. It reduces overall medical costs and helps ensure a faster claim process.



- Supervisor
- CorVel Registered Nurse
- CorVel Concierge (non RN)

