

GET STARTED WITH 24/7 INJURY TRIAGE

MEMIC policyholders may use 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 incorporate it into your injury and claim management process.



STEP 1 | SUPERVISOR AND MANAGER NOTIFICATION

Notify all those who are responsible for reporting and managing work-related injuries to contact the 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 access line and your MEMIC policy number.

- ▶ [How 24/7 Injury Triage Works](#)
- ▶ [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 24/7 Injury Triage 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 to learn more and to set up your account today.

MEDICAL SUMMARY REPORTS

MEMIC's 24/7 Injury Triage service is provided by our trusted partner CorVel. In the event an employee is injured and utilizes the 24/7 Injury Triage service, MEMIC will receive a medical summary report from CorVel. A copy of the report will also be sent to your 24/7 Injury Triage contact email address we have on file.



For questions about MEMIC's 24/7 Injury Triage and Telehealth service, send an email to 247injurytriageinfo@memic.com.

MEMIC