

## MSIA – WC Training – 3/30/2011 – Answers to Frequently Asked Questions

- 1. Who does the district contact when an employee reports an injury and wishes to seek medical treatment and/or needs assistance in completing the required forms?** The district would contact their claims examiner at YORK as the claims technician. YORK will also provide forms or information regarding the on-line reporting process.
- 2. Who should the district contact if they need assistance identifying an industrial clinic?** YORK will work together with the district to locate a clinic preferably within the preferred provider network.
- 3. Who determines whether a claim is work related?** YORK would make the determination as the claims technician based on the results of their investigation.
- 4. What should the district do if they get a letter from an attorney representing the employee?** The district should forward the paperwork to their claims examiner at YORK.
- 5. What if the doctor indicates temporary work restrictions and the district requires clarification or has questions regarding modified duty?** YORK will work with the district and the treating physician to clarify temporary work restrictions and the provision of modified duty.
- 6. Who does the district contact when an injured employee has been off work and returns with a full duty release?** The district should contact YORK with the date the physician released the employee to full duty and the actual return to work date as this will impact the benefits being provided on behalf of the district. The district should contact YORK with any questions or concerns regarding the employee's ability to return to full duty.
- 7. Who should the district contact when an injured employee has permanent work restrictions the district cannot accommodate?** The district should advise YORK of their inability to provide permanent modified or alternative work.
- 8. Who determines the need for settlement of an industrial injury?** Not all claims require a formal settlement; however, based on the information in the final medical report, YORK as the claims technician will address any finding of permanent disability, need for future medical care, and claim settlement.
- 9. Who should the district contact when they have concerns regarding the handling of a claim(s) or need clarification on the status of a claim(s)?** The district should contact Client Services at YORK with any questions or concerns regarding YORK staff or claims administration.
- 10. Who will YORK contact regarding settlement authority?** If the level of settlement is within the district's authority level, YORK will contact the district directly. Settlements over the district's level will be referred to Executive Director to initiate appropriate action to obtain settlement authority.