

Workers' Compensation Guide EMPLOYEE FAQs

Q. If I have been injured, what should I do?

- A. 1. Immediately report the injury/incident to a member of your leadership team or the Administrative Rep.
2. Assist your leader or Administrative Rep with completing the Supervisor's Report of Injury or Incident (ICA Form 101) and Sharps Incident Report (if applicable) within 24 hours of the injury/incident. The completed form(s) should be emailed to HonorHealth@ccmsi.com. The form can be found on HonorHub under Employee Tools > Employee Health>Injury and Exposure Reporting.
3. Report to HonorHealth's Thompson Peak Employee Health location or call the triage number (480) 323-1880 to schedule an appointment at TPK Employee Health (Monday through Friday 7:30 AM – 5:00 PM). If you have a life-threatening injury, go to an HonorHealth Emergency Department (ED) or Urgent Care location.

Q. What kind of benefits does Workers' Compensation provide?

- A. Authorized medical treatment for your work-related injury. If your work-related disability extends beyond seven (7) calendar days and your claim is determined to be compensable (accepted) under workers' compensation, workers' compensation benefits begin on the eighth (8th) calendar day of off-work status. Benefits are paid at 66 2/3 percent of the average monthly wage, not to exceed the current monthly amount set by the Industrial Commission of Arizona (ICA).

Q. If I have an authorized medical or physical therapy (PT) appointment scheduled during work hours, how will I be paid?

- A. We strongly encourage you to schedule all your appointments during off-work hours. If you are unable to schedule during off-work hours, then appointments must be scheduled to have the least impact on work. You may utilize available PST. If you choose not to utilize PST, you will be required to utilize available PTO for missed scheduled hours prior to the time being unpaid.

Q. What if my doctor releases me with work restrictions and or full duty?

- A. You are responsible for notifying your leader and CCMSI, our workers' compensation vendor, immediately about your work status. If your manager cannot accommodate your restrictions, your Manager should consult with your Human Resources Business Partner for a possible temporary assignment in another department or at another campus.

Q. How can I change physicians?

- A. Contact CCMSI to discuss changing physicians. You may also be required to change physicians from the Industrial Commission of Arizona (ICA).

Q. What if I need to leave the state?

- A. If your claim is open and you plan to be out of the state for more than fourteen days, you must obtain permission from the ICA before you leave.

Q. If CCMSI schedules an Independent Medical Examination (IME), am I required to attend?

- A. Yes, Arizona law provides an insurer with the right to arrange an IME to evaluate your progress. Failure to attend appointments can result in suspension of your benefits, and you may be responsible for the “no-show” cost to the physician.

Q. How do I fill a prescription?

- A. You will receive a “First Fill” card at the initial Employee Health visit to use for your prescriptions. To locate a nearby pharmacy, call NPS Customer Service at 1-800-546-5677 or refer to the back for the card for participating locations.

Present this card to your pharmacy along with your workers’ compensation prescriptions to receive your medication at zero cost to you. You may be required to pay for your initial prescription. If so, submit your receipt to CCMSI for reimbursement.

Q. What should I do if I receive bills pertaining to my workman’s comp injury?

- A. Mail bills to: CCMSI P.O. Box 27920 Scottsdale, AZ 85255

Q. Who determines if I am unable to work?

- A. The authorized provider(s) treating you for the work-related injury is the only one who can determine your off-work status.

Q. If I am placed on an off-work status, how will I be paid?

- A. Employees will be paid for accepted workers’ compensation claims when the treating physician states the employee is unable to work due to the employee’s work-related disability exceeding seven (7) calendar days. Workers’ compensation indemnity benefits are paid at 66 2/3 percent of the employee’s average monthly wage, not to exceed the current monthly amount set by the Industrial Commission of Arizona (ICA). Workers’ Compensation indemnity benefits are processed and paid by the TPA. CCMSI issues disability checks bi-weekly.

Checks are processed by CCMSI and mailed directly to your home. Contact CCMSI at (866) 299-0349 with questions pertaining to WC disability checks.

Workers' compensation is a system mandated by law providing employees injured on the job with reasonable income and medical benefits when a bona fide workers' compensation claim has been filed. Workers' compensation is a no-fault system; however, simply filing a claim does not guarantee the payment of benefits. All claims are investigated by our third-party administrator, CCMSI.

CONTACTS

Claims Administrator (CCMSI)

P.O. Box 27920
 Scottsdale, AZ 85255
 (866) 299-0349

HonorHealth Employee Health Clinic – (Main)

Thompson Peak: (480) 323-1880
 20745 N. Scottsdale Road, Ste. 100
 Scottsdale, AZ 85225

Employee Health Clinics located in MG Primary Care Locations (by appointment only)

Note: office hours vary at each location.
 Appointments can be made by call the TPK office triage number: 480-323-1880.

Location - Campus	Address
Employee Health – Deer Valley	PC DV office 19636 N. 27th Avenue, Suite 308 Phoenix, AZ 85027
Employee Health – JCL	9100 N. 2 nd Street, Ste. 101P Phoenix, AZ 85020
Employee Health – Osborn	PC Osborn office 7351 E. Osborn Road, Suite 100, Scottsdale, AZ 85251
Employee Health – Shea	PC Shea office 10200 N. 92nd Street, Suite 200, Scottsdale, AZ 85258

Industrial Commission of Arizona (ICA)

P.O. Box 19070
 Phoenix, AZ 85007
 (602) 542-4661

RESPONSIBILITIES OF THE INJURED WORKER

- Immediately, report your injury to your supervisor/manager.
- Assist the leader in completing the Supervisor's Report of Injury or Incident Form (ICA Form 101) and Sharps Incident Report (if applicable). The form can be found on HonorHub under Employee Tools>Employee Health>Injury and Exposure Reporting.
- Completed form(s) must be email to HonorHealth@ccmsi.com.
- Report to an HonorHealth Employee Health clinic for medical care. If it's a life-threatening injury, report to an HonorHealth Emergency Department (ED) or Urgent Care location.
- Immediately inform your leader of your work status after each visit with a provider.
- Work within the restrictions written by your treating provider while on light duty.
- Keep all appointments, as required by Arizona State law.
- Notify your case manager at CCMSI prior to changing doctor appointments.

RESPONSIBILITIES OF THE LEADER

- Complete the Supervisor's Report of injury/incident report (ICA Form 101) and Sharps Incident Report (if applicable) within 24 hours of the injury and email completed form to HonorHealth@ccmsi.com. The form can be found on HonorHub under Employee Tools>Employee Health>Injury and Exposure Reporting.
- Direct your injured worker to an HonorHealth Employee Health clinic during business hours. If the injured worker has a life-threatening injury, direct them to an HonorHealth Emergency Department (ED) or Urgent Care location.
- Require the injured worker to provide you with work status after each visit with a provider.
- Work with your HR Business Partner to determine whether or not any work restrictions can be accommodated within your department. If the restrictions cannot be accommodated, continue to work with CCMSI and your HR Business Partner to determine if a temporary assignment in another department is possible.