

## Workers' Compensation Guide LEADER FAQs

### Q. My employee was injured at work, what should I do?

- A. 1. Complete the Supervisor's Report of injury/incident report (ICA Form 101) and the Sharps Incident Report (if applicable) within 24 hours of the injury and email completed form(s) to [HonorHealth@ccmsi.com](mailto:HonorHealth@ccmsi.com). The form can be found on HonorHub under Employee Tools> Employee Health>Injury and Exposure Reporting.
2. Direct the injured employee to HonorHealth's Thompson Peak Employee Health location or call (480) 323-1880 to schedule an appointment. Their hours are Monday through Friday 7:30 AM – 5:00 PM. If the injured employee has a life-threatening injury, direct the injured worker to an HonorHealth Emergency Department (ED) or Urgent Care location.

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

- A. Authorized medical treatment for a work-related injury. If a work-related disability extends beyond seven (7) calendar days and a 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. Will an injured worker be compensated for time spent at either a doctor's office or physical therapy appointments?

- A. Any appointments scheduled during work hours will not be automatically compensated. The injured employee may utilize available PST. If the employee chooses not to utilize PST, the employee will be required to utilize available PTO for missed scheduled hours prior to the time being unpaid.

### Q. Who determines if the employee is unable to work?

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

### Q. What if my injured worker is released with work restrictions?

- A. The employee is responsible for notifying you and CCMSI immediately about their work status. Determine if the work restriction can be accommodated within your department and notify CCMSI accordingly. If not, continue to work with CCMSI and HonorHealth's ADA Specialist ([ADA@honorhealth.com](mailto:ADA@honorhealth.com)) to determine if a temporary assignment is available in another department or at another campus.

### Q. Will my department be charged for any light duty hours worked?

- A. All approved light duty hours worked, either in the department or another department, will be charged to a light duty WC cost center so your department's productivity hours will not be impacted. Please ensure the injured worker's timecard is coded accordingly.

**Q. Who can I direct my injured worker to in the event that he/she has questions about the workers' compensation claim or any disability check amounts?**

A. CCMSI  
P.O. Box 27920  
Scottsdale, AZ 85255

Phone Number: (866) 299-0349

**Q. If they are placed on an off-work status, how will they be paid?**

A. The injured employee 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 the employee's home. Contact CCMSI at (866) 299-0349 with questions pertaining to 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 <sup>nd</sup> 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](mailto: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](mailto: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.