



## A Message from Qual-Lynx: NJSIG's Managed Care Provide



**Please be advised of the following message from QualCare and Qual-Lynx, NJSIG's trusted managed care partner for workers' compensation claims, with regard to the novel coronavirus, SARS-CoV-2 / COVID-19 situation :**

In an effort to provide an update on workers' compensation medical treatment for NJSIG's members and their injured employees, please know that QualCare and Qual-Lynx are working diligently to deliver their workers' compensation services uninterrupted wherever possible. They are committed to monitoring the evolving COVID-19 emergency and will keep NJSIG's members updated as the situation progresses. QualCare and Qual-Lynx remain open for business and fully operational, with 95% of staff working remotely and all of their systems functioning as normal .

QualCare and Qual-Lynx are working closely with the medical community to ensure a safe delivery of medical services, and the facilitation of appropriate workers' compensation treatment as required. The medical provider community is extremely taxed with this unprecedented global health emergency, and can be expected to face significant challenges for some time to come.

Some QualCare and Qual-Lynx medical providers have advised of temporary office closures or reduced availability to see patients. Others have advised that treatment for non-critical injuries is being delayed. "Time sensitive" surgeries (procedures where a delay of 4 weeks or more could be detrimental to the health of the patient) will proceed. Many procedures that are elective or not time sensitive, as determined by network physicians, are being postponed to allow the medical community to deal with the issues most critical to our country's overall health and safety. Challenges lie ahead, but QualCare and Qual-Lynx are prepared to meet them as they arise by working together.

## TELEMEDICINE:

One strategy QualCare and Qual-Lynx has employed to limit the possible exposure to and spread of COVID-19, is to bolster the availability and viability of telemedicine. They have engaged many providers in the specialties most utilized in workers' compensation to determine the feasibility of telemedicine capabilities. Fortunately, QualCare has existing contractual relationships and workflows in place currently with telemedicine-capable providers in a variety of specialties; and the number of network providers capable of delivering telemedicine services, where appropriate and clinically beneficial based on the individual claim, continues to grow significantly. In response to this pandemic, and related medical appointment delays or cancellations, QualCare and Qual-Lynx are informing clients, claimants and employers of any revisions to current treatment plans, as well as potential opportunities to deploy telemedicine services, to ensure a continuity of care .

## COVID-19 CLAIMS:

For workers' compensation claims, please report any potential work-related COVID-19 exposure cases through normal reporting methods and those described in the emergency reporting instructions, which are outlined online at <https://www.njsig.org/reporting-claims#workerscomp>. QualCare and Qual-Lynx have also adapted their Client Services reports request email to accept new claim reports as a backup to new claim reporting via regular mail, telephone or the claims system. New claims can be sent via email to [qual-lynxclientservices@qual-lynx.com](mailto:qual-lynxclientservices@qual-lynx.com) with "NEW CLAIM REPORT" in the subject line. Please note that all potential work-related COVID-19 exposure cases will initially be put under investigation by NJSIG for a determination as to whether or not they are work-related. Once that determination is made, the claimant will be directed to the appropriate facility for care.

## A MESSAGE IN CLOSING FROM NJSIG:

Please remember that NJSIG is here for you! In accordance with Governor Murphy's Executive Order 107, NJSIG has reduced its on-site staff to the minimum necessary to ensure that essential operations can continue. However, all employees, including those working remotely, can still be reached during normal business hours via telephone and email. Should you have any questions or concerns about an open workers' compensation matter, please do not hesitate to reach out to the assigned claims adjuster via telephone or email. Staff contact information is available at <https://www.njsig.org/contact>. If you have questions relating to a workers' compensation claim but are unsure who to contact, please feel free to reach out to one of NJSIG's Workers' Compensation Supervisors: Connie Rogers, Karen Olsen, Ellen Shaw, or Joan Madden. Finally, rest assured that despite these unique circumstances, all of NJSIG's operating systems remain accessible, and we do not expect any interruptions to regularly scheduled workers' compensation claim payments or other court-ordered disbursements

If you have any other questions, please contact your Client Relations Representative.

Stay Safe!