

Reporting a New Workers' Compensation Claim



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Welcome

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Welcome

- NJSIG was established in 1983
- NJSIG provides insurance services to over 360 Members (BOEs) state wide
- **Mission:** Keeping Dollars in NJ Classrooms



Managed Care Partners

- Mitchell Pharmacy Solutions: Prescription Services
- Qual-Lynx: Managed Care Services

Welcome

Mike Weiner: NJSIG Medical Claims Supervisor
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Timely Reporting Matters!

- **Immediate** care provides for quicker recovery, resulting in less lost time from work and lower medical costs.
- **Late** reporting can lead to injuries becoming worse over time, complicating treatment, and causing extra expense to the district.
- **Late** reporting makes it more difficult to determine if an injury is work related.
- ***Early Reporting: “Keeps Dollars in the Classroom”***

Procedures: Reporting

- Report the injury to the school nurse for assessment.
- If the nurse is not available, report the injury to the supervisor.
- If neither are available, call **Qual-Lynx: 1-800-425-3222 (available 24/7)**.
- ***Outsourced employees (cafeteria workers, bus drivers, substitute teachers, etc.) must contact their employer when injured.***

Procedures: Emergency

- If the injury is assessed as an emergency, call 911 and wait for emergency personnel to arrive.
- After EMS departs with injured worker, the school nurse or person in charge should immediately call **Qual-Lynx: 1-800-425-3222.**

Procedures: Not an Emergency

- Injured worker calls Qual-Lynx in the presence of the school nurse or supervisor.
- While injured worker is on the phone with Qual-Lynx, the school nurse/person in charge should complete internal paperwork / internal reports.
- Give the injured worker the Qual-Lynx card.
- Confirm that the injured worker knows to tell provider to send bills directly to Qual-Lynx (per Qual-Lynx card)
- Give injured worker the Mitchell RX card to present to the pharmacy.
- If school nurse / supervisor is unavailable, call **Qual-Lynx directly: 1-800-425-3222**

Procedures: Record Only

- If the injured worker does not feel that treatment is needed, the nurse / supervisor will need to file a report for “Record Only”.
- **Complete and keep all internal reports!**
- No need to report to Qual-Lynx.

Importance of Internal Reports

- Memorialize facts: Memory fades with time.
- Individuals are present today and may not be available years later.
- Prevents facts seeming to change at a later date.
- Investigate questionable claims.

After Hours Claims Reporting

- Ensure that supervisors across all shifts understand the importance of timely reporting.
- Same procedure as previously outlined.

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Donna Setzer: Qual-Lynx Client Services Manager



Qual-Lynx: Worker's Compensation Intake Call Center

- Gather Basic Information
- Direction of Care
- Communication

Qual-Lynx: Network Access

- QualCare's network fully covers all 21 counties
- Over 100 hospitals
- 160 + Occupational and Urgent Care Provider

What Happens Next?

- If the injury is not questionable, Qual-Lynx will immediately refer injured employee for initial treatment.
- The “First Report of Injury” is then sent to NJSIG.
- Assess and memorialize facts.

Thank you!

