



VML Insurance Programs Announces Change in Nurse Triage Services

VML Insurance Programs has partnered with Coventry to introduce NT24 (Nurse Triage 24). The change to NT24 will be effective March 15, 2010 and will provide additional benefits than what is currently provided. Enhancements provided by NT24 include:

- A dedicated VML Insurance Programs toll free number (1-877-234-0898)
- Injury reports sent via secure email
- Nurse follow-up with injured employees who receive self-care advice
- Immediate access to a nurse without hold or wait time
- Wallet cards that include the employer name and VML member number to ensure accuracy of notification and claim set up

A Webinar has been scheduled for Tuesday, March 9th at 1:00 p.m. to discuss this change and these enhancements with members who currently use our nurse triage program through Company Nurse On-Call (CNOC).

For all members currently using our nurse triage services:

- It is not necessary to re-enroll with NT24. VML has provided NT24 with the enrollment templates, special instructions, and panel of physicians that we have on file for each member.
- New NT24 material (information about NT24, wallet cards, posters, FAQ's, etc.) to distribute to your staff is being mailed to our primary workers' compensation contacts. All members should have this material within the next couple weeks.
- Should an employee call CNOC after 3/15, they will be provided with the new VML Dedicated NT24 toll free number (1-877-234-0898).

A second Webinar has been scheduled for Thursday March 25th at 1:00 p.m. to introduce NT24 to members who have not enrolled in our nurse triage and report of injury services.

VML Insurance Programs encourage all VMGSIA members to participate in our nurse triage and reporting services, regardless of the number of workers' compensation claims that are reported each year. The assistance provided by an employer immediately following a work related incident greatly determines the outcome of a workers' compensation claim (time lost from work, cost, etc.). With NT24, employees have the opportunity to speak with a registered nurse (RN), immediately following the work related incident. The RN provides triage services and with the employee determines the best course of action for appropriate care. The RN will provide the employee with member specific and VML special instructions relating to first fill prescriptions, panel of physicians, light/modified duty, drug testing, etc. NT24 services are available 24 hours per day, 7 days per week, 365 days per year.

The RN will also collect the information necessary to complete the state required Employer's Accident Report. Following the call with NT24, a report of accident will be sent to the member and VML Insurance Programs. It is no longer necessary for the supervisor/member to complete an Employer's Report of Injury and send it to VML if these services are utilized.

Nurse triage services have been successful in providing medical assistance to injured employees and significantly reducing workers' compensation costs. Members that have enrolled have experienced a reduction in treatment due to self-care recommendations where appropriate, panel of physicians being utilized in lieu of emergency rooms, reduction in time employees are out of work and significant improvement in the lag time for reporting claims.

Invitations for the Webinars will be sent out by March 1st for the March 9th Webinar and by March 11th for March 25th Webinar. If you do not receive an invitation contact Robin Duvall, Director of Workers' Compensation Claims – rduvall@vmlins.org or 800-963-6800, ext 7340.